

Commonwealth of Virginia

Seat Management Services

Administrative Procedures Manual

Prepared by:

ACS
(Formerly Intellisource)
1595 Spring Hill Road
Vienna, VA 22182
703-873-1758

ACS Web Address: <http://www.acs-gsg.com>

ASD Web Address: <http://asd.state.va.us>

Contract Number: VA-000920-ACSG





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Administrative Procedures Manual
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Seat Management Services

1 INTRODUCTION

Date: September 20, 2000

Contract#: VA-000920-ACSG

Authorized Users: Commonwealth of Virginia Agencies, Educational Institutions and Localities

Contractor: ACS, Government Solutions Group, Inc.
One Curie Court
Rockville, MD 20850

Email orders to: John.Trifone@acs-gsg.com

Fax orders to: 301-548-2324; Attention: John Trifone

FEIN#: 52-0882982

Contractor
Point of Contact: Jerome D. Barnla

Commonwealth of Virginia
Point of Contact: Office of Seat Management, Department of Technology Planning

Term: 3 years, with 4 optional one year renewal periods

Discount from Price List: (see section 6.5)

Contract Price List: see websites <http://asd.state.va.us> or <http://www.acs-gsg.com>

Delivery: 5 calendar days form receipt of order for forecasted materials; 30 calendar days for non-forecasted materials

FOB: Commonwealth of Virginia destination – inside agency premises

Payment: Net 30 days, after Acceptance

1.1 General



ACS Government Solutions Group (ACS) and its teammates understand and appreciate the challenges facing DIT as it moves toward its goal of helping COV to become “the best business environment in the nation.” Supporting a highly diversified, heterogeneous user community with disparate technical standards, needs, budgets, and funding sources, across numerous geographic locations—each with its own IT culture—is a tall order, demanding a *proven, flexible* solution.

Our Seat Management Services (SMS) program is designed to address and meet every requirement defined by DIT. The ACS Team has the capability to address the unique needs of each of the COV’s state agencies, localities, and educational institutions. We fully recognize the challenge of transitioning from the status quo to a seat management model. Accordingly, ACS offers an End-User Outreach Program, tailored uniquely to COV, to encourage organizational change. In addition, we offer the services of team member Harris Corporation, responsible solely for Total Cost of Ownership (TCO) studies. Harris is respected as having led both the greatest number of, and the most significant, TCO studies in the country.

ACS team members have unparalleled *experience* and reputations for successful implementation of large and small SMS contracts for Federal, State, and Local Governments. Our SMS service delivery capability takes advantage of the “best of breed” processes and tools developed by ACS and its team on related contracts. In all categories of SMS, our capability is triple-fold: three ACS Team members have extensive experience in each of the seven categories defined by DIT and shown in **Figure 1–1**. We bring proven seat management resources, including personnel, procedures, and tools. We need no “on-the-job” training—each member of the Team has relevant and referable experience with large-scale seat management.



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Our solution offers technically superior and cost-competitive hardware proposed by Dell and Gateway. With DIT approval, we plan to offer the products of other high quality computer manufacturers in the future. Both Dell and Gateway have worldwide reputations for delivering high quality, innovative systems. Our Team knows the hardware and has the experience and satisfied customers to testify to its effectiveness.

We offer the COV 100 percent of its mandatory and desirable SMS services, as defined by DIT. With our additional service offerings, customer organizations have the flexibility to contract for as few or for as many services as appropriate to meet their unique requirements. This flexibility accommodates a range of We of services similar to those we currently provide for the U.S. Senate, the U.S. Congress, NASA, the Commonwealth of Kentucky, the State of Texas, and the City of Philadelphia. We also bring to bear experience with educational institutions, such as Old Dominion University and Polytechnic University of New York. With more than 300 locations in Virginia now supported by a member of our Team, we have the infrastructure to support DIT upon purchase order.

Finally, we believe our solution is “good for Virginia,”—the Commonwealth as a whole, not just the end-user community. As illustrated in our small, women-owned, and minority business participation plan, we have a track record of positively impacting the communities we work in by contracting with the local businesses for support services. ACS maintains several offices in Virginia, and many of the senior professionals proposed in our staffing model are Virginia residents. Our proposed installation and support staffs are made up of professionals currently supporting COV’s Department of Corrections, and are residents of Virginia. Gateway’s desktop fabrication plant is located in Hampton. Additionally, our hardware disposal plan commits to channeling 20 percent of ACS-owned replaced PCs to schools or organizations in the disadvantaged areas defined by the Economic Development Partnership.

ACS has the verifiable past performance and SMS experience, the proven, developed SMS processes and procedures, and the qualified SMS personnel and Team-wide resources to deliver innovative and flexible SMS solutions to COV’s computing community. We are sensitive to the mission and goals of our customers.

1.2 How to Use This Administrative Procedures Manual

The ACS Administrative Procedures Manual (APM) provides a roadmap for both current and future users of the COV SMS Master contract. This APM addresses the full range of procedures from how to get started through contract termination. The APM also provides a detailed listing of hardware and software available under the SMS contract, including the basic computer platforms specified by DIT, additional hardware and software, and seat management services including basic, enhanced, value-added and integrated solution service options that can be ordered under the Master Contract.

In addition to using this Administrative Procedures Manual for both planning and utilization of the SMS Master contract, ACS and its team members have been organized and chartered to assist you the customer at any stage in the process.



Figure 1–1. Seat Management Services



Seat Management Services**1.3 The ACS Team**

Our Team structure is illustrated in **Figure 1–2**. As the Prime Contractor and team leader, ACS will provide experienced project management, contracting and technical support personnel. ACS brings to the Team more than 15 years of experience managing desktop and enterprise support contracts. Logicon, a principal subcontractor, will lead our field support activities using its robust support infrastructure, which is already in place supporting Virginia's Department of Corrections.

TRESP, a Virginia-based small, woman- and minority-owned business, currently provides desktop support for SunTrust and Bank of America locations throughout Virginia.

Knowledge, our primary training provider, is a Virginia-based small business that has trained more than 500,000 students representing 3,500 organizations.

Our two systems suppliers, Dell and Gateway, were selected from a pool of outstanding candidates, based on evaluation factors of equal interest to ACS and COV. Both Dell and Gateway have demonstrated the capability to deliver outstanding value in terms of high quality, innovative products. Both have active technology development programs designed to ensure that future systems make use of technological advances. Both currently provide systems meeting all SMS standards. Furthermore, both have integrated fabrication, memory loading, testing, and delivery pipelines that will produce cost savings that will be passed on to our customers.

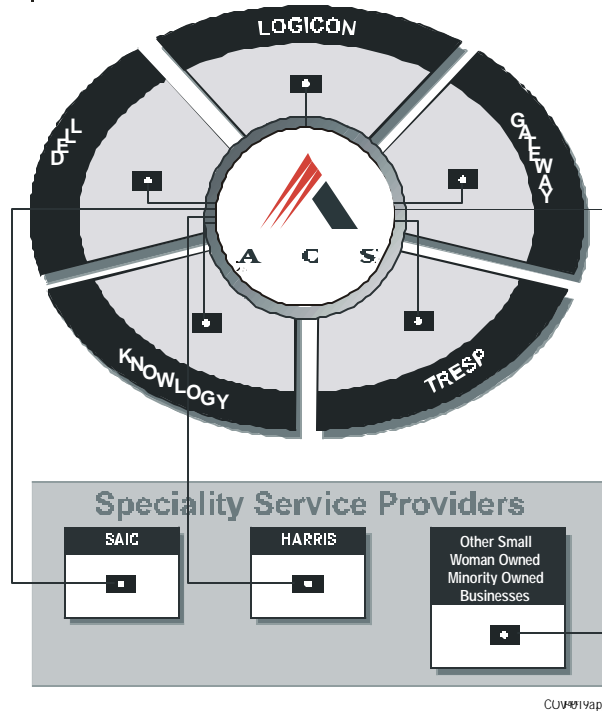


Figure 1–2. The ACS COV SMS Team Structure

Individually, Dell had a large user base within COV agencies. Gateway has a commitment to Virginia in the form of its desktop fabrication plant located in Hampton and is capable of producing more than 10,000 PCs per week. With approval from DIT, it is our intention to offer the quality computer products of other manufacturers that are able to meet the standards established by DIT in the future.

SAIC is able to provide backup and surge capability across all mandatory and desirable service areas. Our solution design features a high degree of flexibility, allowing customer organizations to order a basic SMS solution or full Enterprise Services solution. Each customer organization will receive the level and extent of service that meets their needs. Teammates SAIC and Harris are considered Specialty Service Providers. We brought them onto our team to provide “additional” services that would bridge an SMS to Enterprise Services solution. SAIC’s Cyber Hotel, located in Vienna, will serve as a key element alternative for COV customers desiring Enterprise Services solution. SAIC also brings network engineering, capacity planning, and legacy hardware and software support capabilities to the ACS Team. Harris is a nationally recognized provider of TCO studies. Harris has performed TCO analysis for more than 35 Federal, State and commercial organizations. In response to the COTS work group’s opinion of the positive benefits of TCO studies, Harris is on the Team to provide only this service.

1.4 The ACS Team Organization









Table 1–1 highlights each Team member’s role and key areas of experience, illustrating our Team’s broad seat/enterprise services experience, Virginia presence, and ability to provide preferred products.





Seat Management Services

Table 1–1. ACS Team Highlights

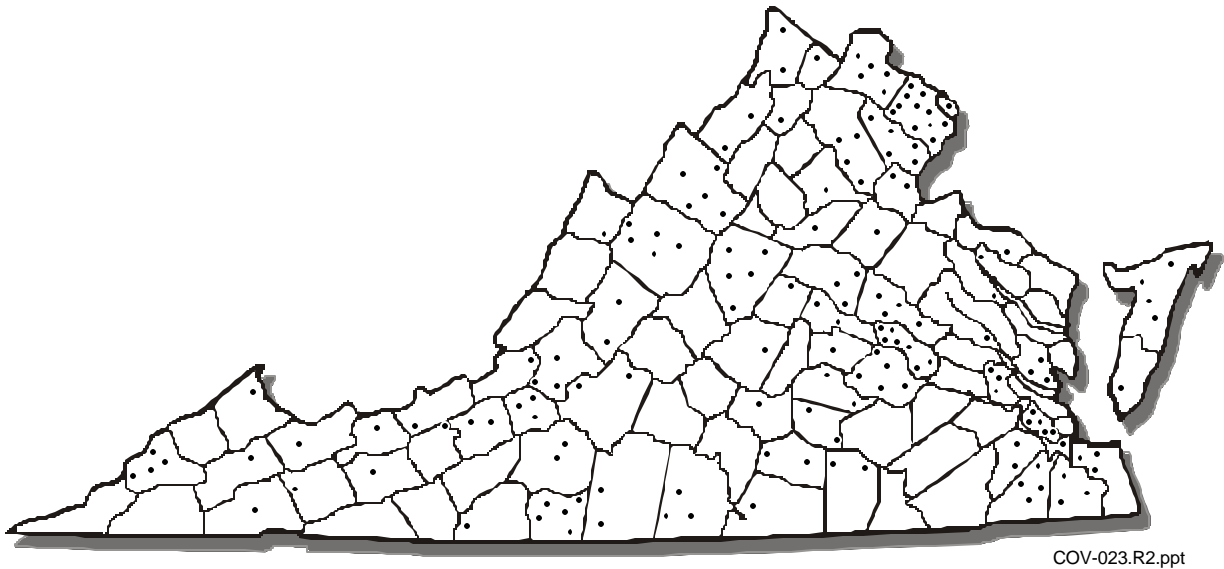
Company	Role	Features
	Prime Contractor	Multiple Virginia Office Locations Extensive Enterprise Services & Seat Management Services Experience <ul style="list-style-type: none"> • US Senate • US Congress • Goddard Space Flight Center • Glenn Research Center • NASA Headquarters • City of Philadelphia • Department of Defense Education Activity One of Seven ODIN Contractors
	Teammate	Extensive Seat Management Services Experience <ul style="list-style-type: none"> • COV Department of Corrections • Commonwealth of Kentucky • State of Texas • Polytechnic University of New York
	Teammate	Virginia-Headquartered Company Extensive Seat Management Services Experience IN VIRGINIA <ul style="list-style-type: none"> • City of Richmond Department of Education • Crestar Bank in Virginia • Bank of America in Virginia Woman-Owned, Small, and Minority -Owned business
	Teammate	Virginia-Headquartered Company Extensive Computing Training experience <ul style="list-style-type: none"> • Offer 300 training courses • Over 500,000 students trained • Mobile Training Unit Capability • Customer-site Specific Training offered
	Teammate Specialty Service Provider	<ul style="list-style-type: none"> • Enterprise Services Support for NASA Headquarters • One of seven ODIN Contractors • Network engineering support for worldwide administrative and mission critical network. • Cyber Hotel supports application outsourcing, network management, and enterprise-wide backup and restoration
	Teammate Specialty Service Provider	Performed Total Cost Of Ownership Analysis for over 35 Federal, state and commercial organizations. In response to the COTS work group's opinion of the positive benefits of TCO studies, Harris is on the Team to provide only this service.
	Teammate Hardware Supplier	Tier 1 computer vendor of choice for approximately <u>60% of government users within Virginia.</u>
	Teammate Hardware Supplier	Cost-effective provider of high quality systems. Strong Virginia commitment.

1.4.1 Virginia Presence

Our Team's in place support infrastructure spans the entire Commonwealth and provides a foundation for rapid SMS growth and responsive support for all customer organizations and end-users.

As shown in in **Figure 1–3**, our teammates currently provide desktop seats and services to thousands of end-users at several hundred locations located across the COV. Our service teams and supporting infrastructure provide capabilities for onsite installation, trouble shooting, repair, and replacement. They are backed by our HelpDesk, dispatch system, and ticketing system, as well as technical experts who supply tier one, two, and three support to our large customer base.



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Figure 1–3. Virginia Locations Currently Supported by ACS Team Members

1.4.2 Integrated Service Delivery

Our service delivery capability is based on the “best of breed” processes and tools provided by each of our teammates; it is in place and ready to deliver services. Our service delivery model reflects the outline recommended by DIT, and follows the seven categories of seat management services for Information Technology. We have responded to 100 percent of DIT’s mandatory and desirable services and have proposed additional services that can bridge a seat management to enterprise services solution.

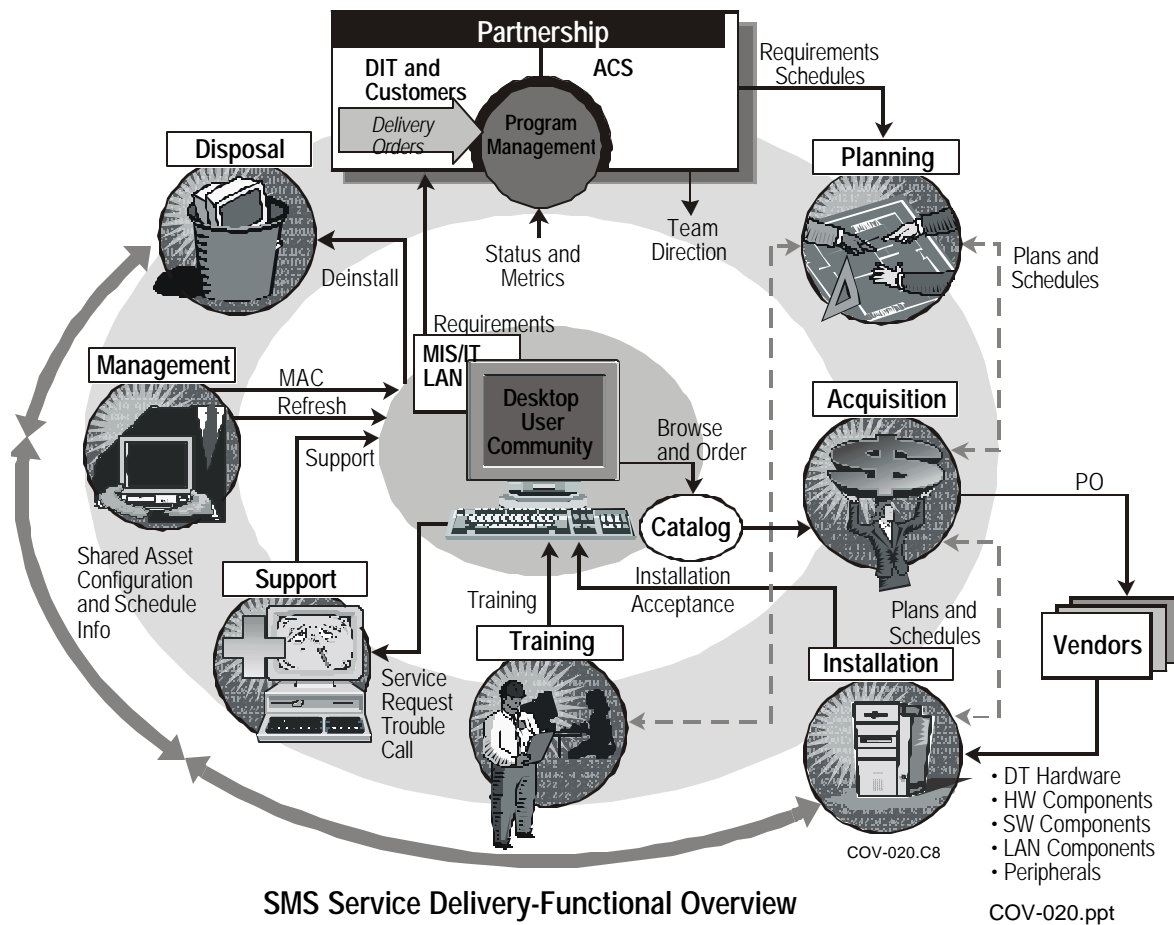
1.4.3 Scope of Available Services

Our SMS service delivery capability rests on the substantial seat management and IT support experience available from within our Team. We commit to fully meeting or exceeding all the mandatory and desirable requirements specified by DIT, and we are prepared to immediately respond to a delivery order. Our existing seat and service delivery capabilities extend well beyond the specified requirements. These extended capabilities allow us to make available additional enterprise-wide services meeting the full range of customer needs identified by the COTS work group. In addition, it is our intent to establish a flexible, supportive partnership with DIT, which will allow us to revise our seat and service offering to meet the evolving needs of SMS customers. **Figure 1–4** (to be supplied) indicates the full scope of the mandatory (B), Basic (B), Enhanced, and (V) Value Added.

1.4.4 SMS Service Delivery Framework

Figure 1–5 illustrates our service delivery framework, focused on delivering seats and services to the Desktop User Community and the organizational MIS/IT staff. It is logically organized around the seven services described by DIT. These activities are supported by a common set of plans and tools that ensure consistency of action across each customer’s organization. A key element is the program management function. Our program management office will provide team leadership, serve as single point of contact with DIT, and provide a home for other critical SMS functions, including quality assurance and customer outreach.

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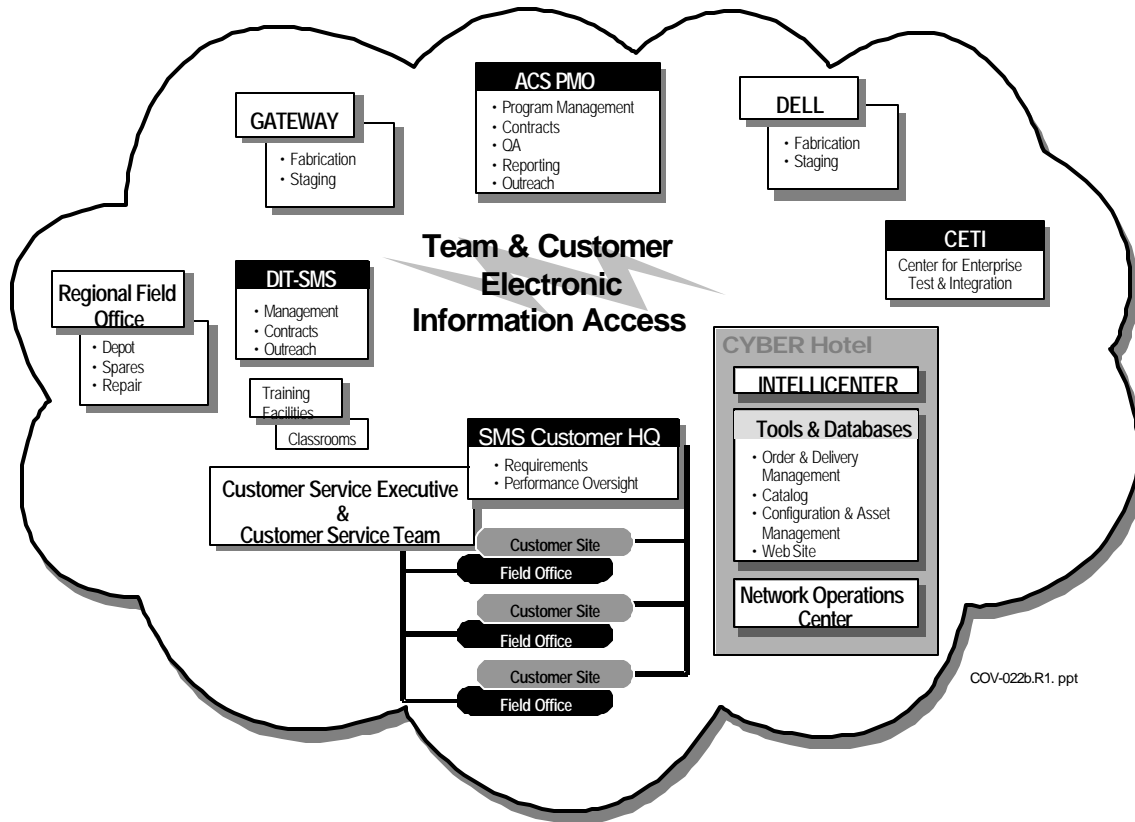


SMS Service Delivery-Functional Overview

Figure 1-5. Service Delivery Framework for the Seven Categories of SMS Services

1.4.5 Service Delivery Infrastructure

A robust infrastructure, supported by skilled personnel, underlies our service delivery framework. This infrastructure is founded on existing facilities, tools, processes, and communication links illustrated in **Figure 1-6**. Our approach relies on a web of communication links, databases, and management tools that will provide our team, DIT, and customers with access to the broad spectrum of information generated within the SMS contract. This accessibility will increase our effectiveness in delivering SMS services. We will share this information with customers when appropriate. For example, customers retaining first-line support responsibilities will be provided with access to relevant asset, inventory, and configuration information.

Seat Management Services**Figure 1–6. SMS Service Delivery Infrastructure**

As shown, a customer service team will directly support each customer, with elements of the team assigned to the customer's headquarters and each field location. This team will be lead by customer service manager, who will serve as our primary point of contact with the customer. Each customer service manager will report directly to our SMS program manager. Technicians, service personnel, trainers, engineers, and other IT experts drawn from Team-wide personnel resources will round out service team staffing. Components of the ACS Team support infrastructure, including the IntelliCenter, CETI, Cyber Hotel, training centers, regional service centers, and other facilities and tools, will be available to the team as required to meet the needs of their assigned customer.

Our approach calls for a customer service manager to be assigned to support each customer. The customer service manager orchestrates the service delivery of the seven categories of SMS that comprise the seat lifecycle, ensuring flexibility and responsiveness to the customer. This individual reports directly to the program manager.

1.5 Precedence of Master Contract and Orders

Any inconsistency between the Master Contract and Orders issued thereunder shall be resolved by giving precedence in the following order:

1. The Master Contract consisting of its Terms and Conditions labeled 1 through 55, this Attachment A, entitled Administrative Procedures Manual, Attachment B, entitled Lobbying Certificate, Appendix 1, entitled SMS COV Standards, and Appendix 2, entitled Cost Ratio.
2. All executed Orders and Attachments referencing this Agreement



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2 AGENCY PROCEDURES FOR ORDER PROCESSING

2.1 Request for Quotation Submission

In order to initiate an order for SMS services, a Request for Quotation (RFQ) must be processed through the Department of Technology Planning – Seat Management Office. Standard COV procedures should be used. A Request for Quotation (RFQ) from ACS should be sent to:

ACS Government Solutions Group, Inc.
ATTN: John Trifone
One Curie Court
Rockville, MD 20850

The following information needs to be provided to ACS as a basis for pricing:

- Identification of authorized user organization
- Location where services are to be provided
- Itemization of all desired or value-added services, over and above the mandatory seat requirements
- Itemization of total anticipated seat order by location, including seat type, service level, refresh option
- Itemization of any hardware upgrades or configuration items that differ from the SMS standard
- Identification of software load and the maintainer of the software configuration
- Itemization of all services to be quoted on a T&M basis

Quantities for each combination of seat and services should be specified.

We suggest the following table(s) be completed to itemize the desired services:

Description of Desired Service	Required?
Implementation planning for transition to SMS	
Configuration Management	
Scheduling	
Backup and transfer of existing data	
Participating Seat inventory	
Asset Inventory	
Capacity Planning	
Staging of computers prior to install	
Pre-installation/on-site installation of both contractor's and COV's hardware and software	
Install the hardware, with pre-configured COV software pre-installed, on the user's desk	
Configuring computer to user's print facility; verify modem operations; prompt removal of packing materials; verifying connections to any LAN and/or mainframe/minicomputer system at user's desk, and/or any remote access service.	
Provide Checklist of items to be verified at time of installation	
Take over of remaining warranty	
H/W Break-fix	
S/W bug fix: O/S & Drivers	
Support for Microsoft's complete family of application software products.	
Help desk; Server Administration and IT/MIS Support (no end-user support)	
Asset/Inventory Management of IT assets (networked components)	
Additional MACs (moves, additions, changes (hardware upgrades, software upgrades, etc.)) within Building	
MACs (moves, additions, changes (hardware upgrades, software upgrades, etc.)) within campus	
Server Management: Backup/Restore, Disaster Recovery, Client/Server Admin, SW License inventory and update	





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Description of Desired Service	Required?
Disposal of displaced vendor assets	
COV owned surplus, hardware and software, due to replacement or upgrades in accordance with the Agency Procurement and Surplus Property Manual	
De-installation of equipment, due to termination, completion of term or refreshment within 15 days	

For all services that are not included in the base seat, specify "Y" to indicate that the service is required.

The following table(s) should be completed to itemize the value-added services:

Description of Value-Added Service	Required?
Level 1 Help Desk (5x12)	
Level 1 Help Desk (7x24)	
LAN/WAN Services	
User data backup and restore (weekly)	
Bar Coding	
Business Continuity and Disaster Recovery	
Legacy Mainframe, Hardware and Software Support	
Additional Seat Support	
Midrange Systems Support	
Application and Specialty Software Support	
Network Engineering and Infrastructure Support	

Specify "Y" to indicate that the service is required.

For each location, the following matrix should be completed to itemize the seat order:

SL/Refresh	DG	DW	PG	PW	Server
SL1/12 months					
SL1/24 months					
SL1/36 months					
SL2/12 months					
SL2/24 months					
SL2/36 months					

The following table should be completed to hardware upgrades to DG seats:

Description of DG Hardware Upgrade	Required?
Upgrade to 20GB hard disk drive	
Upgrade to 56K V.90 Modem	
Upgrade Memory in 64MB increments	
Upgrade to 19" color display monitor or LCD	
Upgrade to 21" color display monitor or LCD	

The following table should be completed to hardware upgrades to DW seats:

Description of DW Hardware Upgrade	Required?
Option/Upgrade to 30 GB Hard Disk Drive	
Option/Upgrade to DVD-CD-RW or CD-RW Disk Drive	
Upgrade to 56K V.90 Modem	
Upgrade Memory in 128MB increments	
Upgrade to 19" color display monitor or LCD	
Upgrade to 21" color display monitor or LCD	
Option/Upgrade to Trackball or graphics tablet	

The following table should be completed to hardware upgrades to PG seats:

Description of PG Hardware Upgrade	Required?
Option/Upgrade to 10/100 Ethernet or Token Ring PC Card w/ 8' patchcord	
Option/Upgrade 20 GB hard disk drive	
Option/Upgrade 56K V.90 internal or PC Card modem	





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Description of PG Hardware Upgrade	Required?
Option/Upgrade memory in 64 MB increments	
Option/Upgrade Port Replicator	

The following table should be completed to hardware upgrades to PW seats:

Description of PW Hardware Upgrade	Required?
Option/Upgrade to 10/100 Ethernet or Token Ring PC Card w/ 8' patchcord	
Option/Upgrade 30 GB hard disk drive	
Option/Upgrade DVD-CD-RW disk drive	
Option/Upgrade 56K V.90 internal or PC Card modem	
Option/Upgrade memory in 16 MB increments	
Option/Upgrade Port Replicator	

The following table should be completed to hardware upgrades to Server seats:

Description of Server Hardware Upgrade	Required?
Option/Upgrade to add 35/70 GB DLT Tape Drive	
Option/Upgrade to add 10/100 Ethernet or Token Ring NIC, w/ 8' patchcord	
Option/Upgrade to add 56K V.90 internal or external modem	
Option/Upgrade to add memory in 128 MB increments	
Option/Upgrade to rack mount chassis with rack	

2.2 Proposal Submission

ACS will respond to the RFQ with an SMS proposal in as little as two weeks. However, for large or complex orders, a longer period could be required in order to perform adequate due diligence. During due diligence, ACS will work with the user's technical and management personnel to understand the current environment and the goals of the SMS engagement. Access to inventory data, network documentation and other pertinent technical information enables ACS to develop the most competitive and complete proposal.

Standard seat management services will be quoted on a fixed monthly price per seat basis. The prices will not exceed the NTE prices established in the SMS contract for equivalent services. T&M quotes will be based on the rate schedule incorporated in the contract for T&M services. The validity period of the quote will be 30 days, unless a different period is specified in the RFQ.

2.3 Order Issuance

When an ACS proposal is accepted by the authorized user organization, the ACS Customer Outreach team will immediately begin working with the user's designated points of contact (POCs) to initialize the order. At this time, additional detailed information is collected and entered in our Online Delivery Order (ODO) system. This system provides the baseline for initial service delivery and subsequent modifications.

A database of known or potential users is created in ODO. This database contains information required for service delivery and billing purposes. The contents are flexible but the following fields are typically used:

- user name
- unique identifier (badge number or similar ID)
- location (site/building/room)
- organization code or other identifier
- phone number
- e-mail address

If ACS will be assuming service responsibility for existing assets, the following information is required:

- type of equipment (desktop/laptop/server/peripheral)
- asset tag number (or similar identifier)
- make and model
- responsible user





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- location (site/building/room)

ACS will work with the user organization to establish a baseline schedule of seat deliveries. This schedule is reviewed with the user organization on a regular basis to ensure that forecasts are accurate so the service levels for system deliveries can be met.

Pricing is applied to the above information to establish the basis for the initial ordering document. Upon receipt of the ordering document, ACS will initiate service delivery.

2.4 Order Modifications

The ODO system enables authorized user POCs to maintain the order through interactive web-based applications. New seats and services can be added, existing seat services can be modified, and delivery schedules can be adjusted. Change requests are approved in accordance with user organization policy and submitted to the designated authority for incorporation in the order. A more detailed description of the ordering process is provided in section 7 of this manual.

3 TRANSITION TO SEAT MANAGEMENT SERVICES

A work plan and associated Work Breakdown Structure (WBS) are key elements of our Team's program management system. As each Request For Quote (RFQ) is received, our designated Customer Service Manager will work with our program office to create a preliminary work plan. The preliminary plan will be submitted as part of our RFQ response. It will be finalized upon award of the ordering document. The plan will include a WBS that provides a common management framework for allocating, planning, and scheduling work; assigning responsibilities and applying resources; and measuring progress and reporting status.

Microsoft Project is our core planning tool. It will be used for developing status reports and for reporting work plan schedules, as well as for implementation and transition planning. It will provide for team-wide, DIT and customer, electronic access to appropriate planning information and schedules.

3.1 Transition Schedule and Milestones

Figure 3 -1, shows a sample work plan schedule, including major transition activities.





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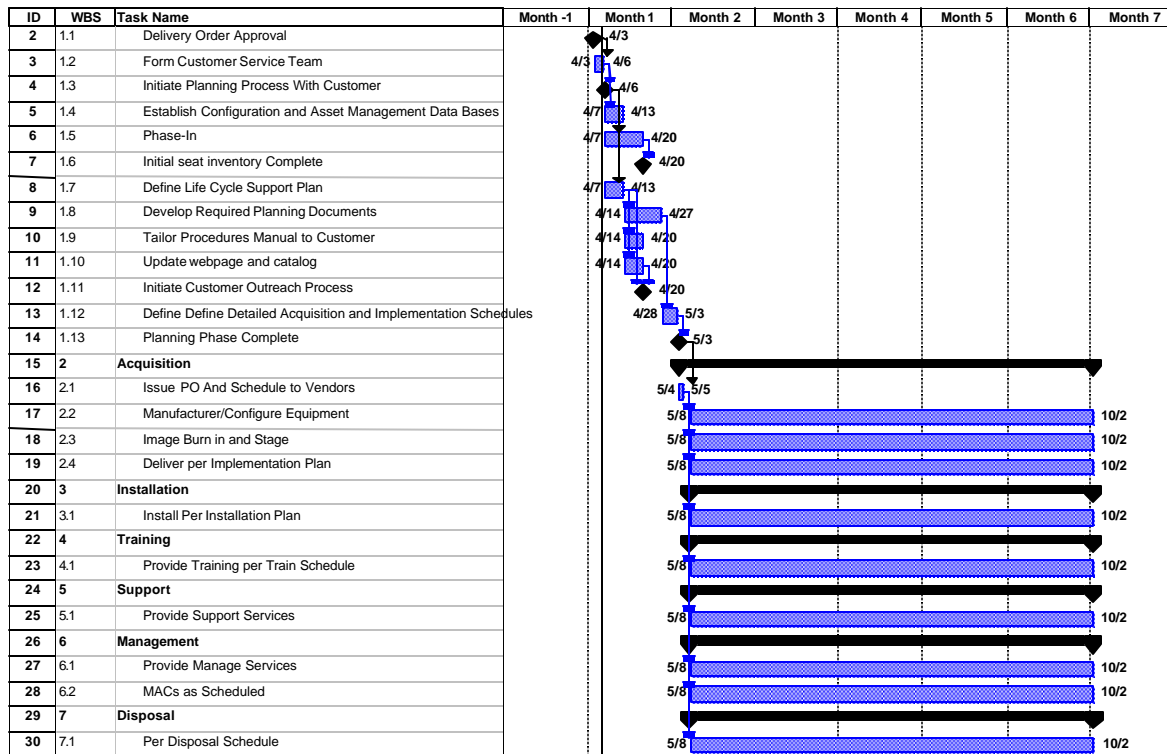


Figure 3–1. Sample SMS Work Plan

3.2 Planning

Our comprehensive planning process is supported by proven tools and methodologies including inventory and asset management, configuration management, and scheduling. Using a tailored, organization-specific approach, each element of the system life cycle is included, so customers have a complete picture of where and how seats and services will be delivered. The process begins with an understanding of where the customer is today. Our standard suite of support tools provides team-wide and customer access to required information for planning.

This information is used to develop a comprehensive plan and the detailed supporting schedules necessary to ensure a smooth transition.

Our implementation/ transition planning process is based on four critical elements: people, processes, technology, and culture. It begins by developing an understanding of where the customer is today. This is a focused, labor-intensive process, referred to as phase-in, with five major objectives:

1. Establish an information baseline for developing the implementation plan. Our new sampling technique minimizes the impact of phase-in on large organizations.
2. Develop a detailed understanding of customer operations, procedures, and policies supporting services requested in the ordering document.
3. Define required relationships with third-party vendors for continuity of operations during transition.
4. Develop an understanding of the client's organizational culture, business practices, and end-user expectations.
5. Develop an understanding of current staffing and the potential impact of SMS.

At the completion of phase-in, our planing team and our customer will have an accurate understanding of the current desktop environment. The next step is to ensure that customer needs, constraints, and desired implementation milestones are accurately and completely understood. In the third step, a preliminary plan will be developed. The



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plan will describe customer and Team activities necessary to achieve all implementation goals. It will include acquisition, installation, training and disposal schedules, resource projections, and cost projections. Organizational, site, facility, staff, and end-user impacts will be assessed. Plans for management of cultural change through customer outreach activities will be included.

The preliminary plan will be submitted for review within the customer organization. Changes will be made to reflect organizational issues, budget limitations, schedule constraints, or other program impacts. Upon approval, the preliminary plan becomes the operational plan, directing our implementation activities. The plan will be maintained and updated throughout the implementation and transition processes, reflecting its inherent flexibility.

3.3 Assumption of Warranties

We will facilitate a smooth transition by providing responsive warranty repair during the transition period. Under this service option, our Team will assume maintenance responsibility for equipment under OEM warranty. The IntelliCenter will accept all calls for and dispatch vendor certified field technicians to accomplish necessary repairs. Our standard process for initiating, tracking, and escalating trouble calls will be followed. However, response time service levels for OEM warranties will apply to warranty-related service calls.

We will review warranty documentation provided by the customer organization as part of the establishment of asset management. During the participating seat inventory, warranty information is recorded in our asset management system for applicable seats. Our solution for seat tracking and inventory management will facilitate warranty tracking, as all installations, additions to the inventory, MACs (Move, Add, and Changes), and upgrades are recorded in the system.

4 AGENCY INSPECTION AND ACCEPTANCE PROCEDURES

The process of providing the right equipment and the right time with the proper facility capability to fully utilize the equipment is identified during the planning phases of the order. The specific elements of the procedure are identified during the planning phase and a detailed schedule is established. We work closely with the Agency IT Manager to assure transition to seat management with minimal end-user interruptions.

4.1 Site Availability and Delivery

While facility preparation is the responsibility of the Agency our planning and installation teams work closely with the Agency to assure the adequacy of the facility or the planned modifications to the facility. Our installation scheduled is based upon the planned availability of the site in a mode, which can adequately support the requested configuration. Specifically, we:

- Assist the Agency in assuring that their site has adequate heat/cooling/power to support the desired equipment.
- Work with the agency to identify any facility modifications required to support the planned equipment for existing facilities. For new or planned modifications to facilities we work with the Agency to review those plans to assure adequate capabilities have been included in the plan.
- Work with the Agency to assure that the planned modifications have been or will be complete prior to scheduling equipment for delivery to the site.

4.2 Acceptance Testing Responsibilities

After new seats are installed, they are turned over to the customer for compliance with the 48-hour acceptance requirement. The respective user is requested to immediately notify the IntelliCenter of any operational deficiencies occurring within the 48 hour acceptance test period. In accordance with our break/fix procedures, our field support team handles any deficiencies encountered by the user.

- During the installation process we test each component to assure accurate configuration and functionality
- The first 48 business hours following the complete installation of the equipment is the Agency's acceptance test period. The Agency is responsible to report any problems encounter during that period using normal maintenance reporting procedures.





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4.3 Incremental Acceptance of Systems

Meeting the agencies needs may require the production use of delivered equipment in incremental steps. During the planning process these incremental acceptance plans are identified and documented.

4.4 Inspection and Acceptance

4.4.1 Substitution

We work with the agency IT manager to assure the appropriate systems are provided to meet the agency's dynamic needs. Substitutions and/or change to systems following the completion of the planning phase may require the approval of the agency IT manager.

4.4.2 Loss or Damage in Transit

Equipment is unpacked and visually inspected for damage by our installation team. All system components are matched against the packing slip and planned configuration. The installation team rectifies any discrepancies.

4.4.3 Receipt of Systems

We partner with the Agency to provide on-site receipt and secured storage of equipment prior to installation. We identify and address secure staging and storage space needs throughout the contract period to support transition, technology refreshment, and order deliveries. Dell and Gateway drop ships equipment to the appropriate facility and notifies the installation team of the delivery schedule.

4.4.4 Inspection

The equipment is unpacked by our installation team and visibly inspected by the installation team at the agency site.

4.4.5 Installation

Each specific hardware system is fully configured for both hardware and software, prior to shipment from either Dell or Gateway. It is out of the box and installed directly onto the users desktop.

Installation at vendor site (Gateway/Dell) includes:

- Hardware configuration
- Loading of operating system and drivers
- Loading of COV Gold Disk
- Power system up and boot
- Factory quality inspection and release
- Staging and pre-testing
- Shipping to installation location

Our On-site installation includes the following:

- Unpack, inspect, and assemble
- Install at the desktop
- Test, including installation of appropriate service tools
- Verify software configuration
- If required, connect and verify LAN access
- If required, connect and verify connections to mini or mainframe hosts
- If required, connect and verify remote service access connection
- If required, connect and verify peripherals
- Verify complete system and network operability





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- If required, backup and transfer user data
- Provide end-user orientation
- Explain and initiate acceptance test
- Disconnect and remove replaced equipment and packing material

4.4.6 Acceptance Test Start Time/Date

Acceptance testing begins upon completion of the installation of each specific system.

4.4.7 Acceptance Documentation

The completed work ticket for a specific installation is the indication of the start of acceptance. The agency is not required to provide any documentation to verify acceptance. Acceptance is documented by the 95%+ availability tracking substantiation for the 48 business hour period following installation. This is verified by analysis of trouble ticket logs at the IntelliCenter.

4.4.8 Warranty and Warranty Start Date

Systems acquired through this contract are considered “under warranty” by our team from the installation date through the retirement date.

4.5 Acceptance of Documentation and Deliverables

Systems acquired through this contract are considered “under warranty” by our team from the installation date through the retirement date.

5 GETTING HELP FOR MAINTENANCE AND SERVICES

5.1 General

For users who select the standard SMS services, problems are reported to a local help desk or support staff. The support staff will submit covered service requests to the IntelliCenter. ACS also provides a full service help desk for users that order the service. These users contact the IntelliCenter directly for assistance on all problems.

5.2 Procedures for Getting Help

Break fix, desk side and/or help desk support are all handled through the IntelliCenter which serves as a single-point interface for all service requests as well as a technical support center. It provides for both National Dispatch Service (break fix and desk side support) and Help Desk support. Our National Dispatch Team handles all incoming service requests. They can receive service requests from multiple sources including:

- Telephone 877-447-4968
- Web access www.iis-help.com
- Email intellicenter@iis-help.com
- Fax 216-377-3487

The standard method applicable to most users is to place a phone call to the Help Desk at 877-447-4968. A customer service representative will take the call (the IntelliCenter is staffed 24 hours a day) and record the request in our service database. Our agent will verify that the seat is supported, record all applicable data necessary to initiate the service call, and provide a tracking number for user status requests.

Users can enter service requests directly in our service database through our web-enabled system. Web requests are submitted via the web page located at www.iis-help.com. From this location users complete the Ticket Submission Entry Form.

E-mail requests can be submitted to intellicenter@iis-help.com. Requests should contain all information necessary to open a service request: seat identification; seat location; point of contact information; description of problem.





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Fax requests can be submitted to the IntelliCenter at 216-377-3487. Requests should contain all information necessary to open a service request: seat identification; seat location; point of contact information; description of problem.

6 INVOICES

6.1 Invoice Requirements

6.1.1 Per Seat Invoice Documentation

ACS shall provide monthly, in arrears, invoices for contracted seats by Agency. Invoices shall provide at a minimum:

1. Type and Number of Seats supported;
2. Serial number of hardware supported, if any;
3. Charge for each item, and;
4. This Agreement Number and the individual Order Number referencing this Agreement;
5. Contractor's Federal Identification Number (FIN);

Payment for Services of less than one month's duration shall be prorated at 1/30th of the basic monthly charges for each calendar day.

6.1.2 Time and Materials Documentation

ACS shall provide monthly, in arrears, invoices for Time & Materials support in accordance with authorized orders. Invoices shall provide at a minimum:

1. Labor Categories;
2. Bill Rates;
3. Actual Hours incurred for the previous month;
4. Extended total (current and cumulative);
5. Time Sheet Backup;
6. This Agreement Number and the individual Order Number referencing this Agreement;
7. Contractor's Federal Identification Number (FIN).

6.2 Invoice Submission Schedule

Invoices shall be provided within the first ten (10) working days of the month for the previous month's services.

6.3 Invoice Approval by Agency

Payment shall be due within thirty (30) days after (1) acceptance of all Assets or Services, (2) receipt of a correct invoice for such payment. Where payment is made by mail, the date of postmark shall be deemed to be the date of payment.

6.4 Prompt Payment of Bills

In accordance with the Virginia Public Procurement Act, all proper charges for which payment is more than seven (7) days overdue shall accrue interest as provided in Sections 11-62.1 through 11-62.9 of the Code of Virginia. The rate of interest shall be determined in accordance with Section 11-62.5 of the Code of Virginia. In no event shall any interest penalty accrue, however, when payment is delayed because of a disagreement between the Commonwealth and the Contractor regarding the quantity, quality or time of delivery of any Asset or Service or the accuracy or correctness of any invoice. The Contractor shall notify the Controller, or appropriate fiscal officer of the affected agency, institution, locality or individual user of all invoices that are in excess of thirty (30) days old.

6.5 Discounts

When our computer vendors offer pricing differentials for educational (student), administrative, academic (local school districts), or instructional (classroom) users, ACS will evaluate such pricing differentials and reduce our fees to these classes of users in a proportional manner.





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7 ELECTRONIC ORDERING

7.1 Electronic Order Procedure—(fax, e-mail, etc.)

ACS provides a web-based ordering capability as part of its asset management solution, included in the base seat price. The capability is described in Section 7.2. For customers that don't want to use this capability, we can accept seat orders via database or spreadsheet formats. ACS will negotiate the format and content of the electronic transfer during phase-in.

7.2 Online Order Procedure—(web based)

Viewing and ordering seats is accomplished using ACS' On-Line Delivery Order (ODO) system. This system provides a broad range of functions to COV users.

- COV Agency end-users are provided the ability to review their asset/seat information so they can see their entitlements in read-only mode (Level 0 Users)
- COV Agency requestors can submit requests for new seats on behalf of their user groups for approval by COV Agency approval authorities.
- COV Agency approval authorities are able to review requests and approve or reject them.

Several levels of access are used to implement ODO functionality. The different user levels and what tasks they are able to perform are described below.

Level '0' Users (Read-only)

These users comprise COV users who have seat entitlements. These are able to log into ODO and view entitlement information pertaining to them only. These users do not have the ability to change their information, nor can they submit requests for changes.

Level '1' Users (Submitters)

These users are those actually submitting change requests on behalf of the Level '0' users. They have the ability to query for users in their group, and then enter the required change information, and finally submit the request for approval. These users also have the ability to order new seats. Requests submitted by these users are automatically forwarded to the identified approver (Level '2' users) for review and processing.

Level '2' Users (Approvers)

These users log into ODO and are able to view all requested changes for their group. They are able to change the status of requests to 'Approved', at which point the requested change will be recorded to the ODO database. They also have the ability to reject a request.

The approval process may vary slightly for each agency. Some agencies may require multiple levels of approval, where in another agency, the 'Submitter' may also be the 'Approver'. As a result, 'Approvers' can submit requests, and in some cases, 'Approvers' may need to identify in their profile a higher level of 'Approver'.

7.3 Security Requirements

ODO is available only to users with IP address ranges that are approved for access. This generally includes all user organization networks and remote users accessing the web via those networks.

Each user has a password, which is assigned the first time they access the site. The user specifies their e-mail address and their choice of userID or profile name. A password is then sent to the user's e-mail address. The user can change their password through the web interface. In order to gain access, the user must have a record in the system's user directory with a valid e-mail address.

8 TERMINATION/RESIDUAL VALUE

The following calculation is used to determine the residual value for desktop, portable, or server seats





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To determine the residual value the asset will be depreciated using straight-line depreciation over the refresh period of the asset.

The residual value will be equivalent to the un-depreciated value multiplied by a cost of money factor (8%) plus a termination service fee.

The termination service fee is based on the services associated with the seat that are being collected in a prorated manner. Specifically the service termination fee is equal to the number of months remaining in the refresh period times the monthly subscription fee for each of the following services:

- Implementation planning for transition to SMS;
- Backup and transfer of data;
- Participating Seat inventory;
- Asset inventory;
- Capacity Planning;
- Staging of computers prior to install;
- Pre-installation/on-site installation of both contractor's and COV's hardware and software;
- Install the hardware, with pre-configured COV software pre-installed, on the user's desk;
- Configuring computer to user's print facility; verify modem operations; prompt removal of packing materials; verifying connections to any LAN and/or mainframe/minicomputer system at user's desk, and/or any remote access service;
- Server Management: Backup/Restore, Disaster Recovery, Client/Server Admin, SW License inventory and update; and
- De-installation of equipment due to termination.

The monthly price for each of these services is presented in the following table entitled Residual Value Termination Service Fee Table :

Residual Value Termination Service Fee Table						
Monthly Pricing						
	DG	DW	PG	PW	Server	
Implementation planning for transition to SMS						
1 yr. Refresh	0.51	0.51	0.51	0.51	0.51	
2 yr. Refresh	0.25	0.25	0.25	0.25	0.25	
3 yr. Refresh	0.17	0.17	0.17	0.17	0.17	
Backup and transfer of existing data						
1 yr. Refresh	3.23	3.23	3.23	3.23	16.15	
2 yr Refresh	1.61	1.61	1.61	1.61	8.07	
3 yr. Refresh	1.08	1.08	1.08	1.08	5.38	
Participating Seat inventory						
1 yr. Refresh	2.00	2.00	2.00	2.00	2.00	
2 yr Refresh	1.00	1.00	1.00	1.00	1.00	
3 yr. Refresh	0.67	0.67	0.67	0.67	0.67	
Asset Inventory						
1 yr. Refresh	2.71	2.71	2.71	2.71	2.71	
2 yr Refresh	2.71	2.71	2.71	2.71	2.71	
3 yr. Refresh	2.71	2.71	2.71	2.71	2.71	
Capacity Planning						
1 yr. Refresh	0.13	0.13	0.13	0.13	0.13	
2 yr Refresh	0.06	0.06	0.06	0.06	0.06	
3 yr. Refresh	0.04	0.04	0.04	0.04	0.04	
Staging of computers prior to install						
1 yr. Refresh	1.00	1.00	1.00	1.00	1.51	
2 yr Refresh	0.50	0.50	0.50	0.50	0.75	
3 yr. Refresh	0.33	0.33	0.33	0.33	0.50	





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Residual Value Termination Service Fee Table						
Monthly Pricing						
	DG	DW	PG	PW	Server	
Pre-installation/on-site installation of both contractor's and COV's hardware and software						
1 yr. Refresh	1.94	1.94	1.94	1.94	7.27	
2 yr Refresh	0.97	0.97	0.97	0.97	3.63	
3 yr. Refresh	0.65	0.65	0.65	0.65	2.42	
Install the hardware, with pre-configured COV software pre-installed, on the user's desk						
1 yr. Refresh	7.04	7.04	7.04	7.04	26.40	
2 yr Refresh	3.52	3.52	3.52	3.52	13.20	
3 yr. Refresh	2.35	2.35	2.35	2.35	8.80	
Configuring computer to user's print facility; verify modem operations; prompt removal of packing materials; verifying connections to any LAN and/or mainframe/minicomputer system at user's desk, and/or any remote access service.						
1 yr. Refresh	3.87	3.87	3.87	3.87	14.53	
2 yr Refresh	1.94	1.94	1.94	1.94	7.27	
3 yr. Refresh	1.29	1.29	1.29	1.29	4.84	
Server Management: Backup/Restore, Disaster Recovery, Client/Server Admin, SW License inventory and update						
1 yr. Refresh	4.05	4.05	4.05	4.05	4.05	
2 yr Refresh	4.05	4.05	4.05	4.05	4.05	
3 yr. Refresh	4.05	4.05	4.05	4.05	4.05	
De-installation of equipment, due to termination						
1 yr. Refresh	3.77	3.77	3.77	3.77	3.77	
2 yr Refresh	1.88	1.88	1.88	1.88	1.88	
3 yr. Refresh	1.26	1.26	1.26	1.26	1.26	

9 PROPOSED PRICING FOR CERTAIN ITEMS

9.1 Support or Non-Support of Non-Standard Software

The ACS Team supports hundreds on non-standard software packages across a variety of platforms (on our NASA ODIN contract for example, ACS alone supports over 200 "non-standard" software packages). We will provide similar support to COV customers. Pricing for this support is dependent on the package and can be quoted as part of our response to an RFQ or once an ordering document is in place.



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APPENDIXES

APPENDIX A—MAINTENANCE SERVICE LEVELS

ACS offers two maintenance service levels:

- SL1: Service Level 1 – Maintenance of Hardware and Eligible Software
Response time: Customer notification within 1 hour of receipt of problem call
Repair/Replace: 24 clock hours following initial customer call.
- SL2: Service Level 2 – Maintenance of Hardware and Eligible Software
Response time: Customer notification within 1/2 hour of receipt of problem call
Repair/Replace: 4 clock hours following initial customer call.



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APPENDIX B—PRICING

Table B–1 identifies ACS' Hardware Not-to-Exceed Pricing and Table B–2 our services NTE pricing.

Table B–1. Hardware NTE Pricing

			DG	DW	PG	PW	Server
Acquisition							
SL1							
	1 yr. Refresh						
	Tangible	201.30	234.94	175.74	256.18	1277.86	
	Intangible	85.26	86.81	89.20	92.90	326.22	
	Total	286.57	321.75	264.94	349.09	1604.08	
	2 yr Refresh						
	Tangible	100.65	117.47	87.87	128.09	638.93	
	Intangible	72.80	74.34	76.74	80.44	288.78	
	Total	173.45	191.82	164.60	208.53	927.71	
	3 yr. Refresh						
	Tangible	67.10	78.31	58.58	85.39	425.95	
	Intangible	68.64	70.19	72.58	76.28	276.30	
	Total	135.74	148.50	131.16	161.67	702.25	
SL2							
	1 yr. Refresh						
	Tangible	201.30	234.94	175.74	256.18	1277.86	
	Intangible	88.24	89.78	96.93	100.63	364.06	
	Total	289.54	324.73	272.66	356.81	1641.92	
	2 yr Refresh						
	Tangible	100.65	117.47	87.87	128.09	638.93	
	Intangible	75.77	77.31	84.46	88.16	326.62	
	Total	176.42	194.79	172.33	216.25	965.55	
	3 yr. Refresh						
	Tangible	67.10	78.31	58.58	85.39	425.95	
	Intangible	71.61	73.16	80.30	84.00	314.14	
	Total	138.71	151.47	138.88	169.40	740.09	



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Table B-2. Enhanced Services NTE Pricing

		DG	DW	PG	PW	Server
Planning						
	Implementation planning for transition to SMS					
	1 yr. Refresh	0.51	0.51	0.51	0.51	0.51
	2 yr. Refresh	0.25	0.25	0.25	0.25	0.25
	3 yr. Refresh	0.17	0.17	0.17	0.17	0.17
	Configuration Management					
	1 yr. Refresh	0.25	0.25	0.25	0.25	0.25
	2 yr. Refresh	0.13	0.13	0.13	0.13	0.13
	3 yr. Refresh	0.08	0.08	0.08	0.08	0.08
	Scheduling					
	1 yr. Refresh	0.13	0.13	0.13	0.13	0.13
	2 yr. Refresh	0.06	0.06	0.06	0.06	0.06
	3 yr. Refresh	0.04	0.04	0.04	0.04	0.04
	Backup and transfer of existing data	Included in basic seat price. Also see Install of non-standard software.				
	1 yr. Refresh	3.23	3.23	3.23	3.23	16.15
	2 yr. Refresh	1.61	1.61	1.61	1.61	8.07
	3 yr. Refresh	1.08	1.08	1.08	1.08	5.38
	No Backup and transfer of existing data	Take credit against basic seat price as indicated below. Also see install of non-standard software.				
	1 yr. Refresh	(3.23)	(3.23)	(3.23)	(3.23)	(16.15)
	2 yr. Refresh	(1.61)	(1.61)	(1.61)	(1.61)	(8.07)
	3 yr. Refresh	(1.08)	(1.08)	(1.08)	(1.08)	(5.38)
	Participating Seat inventory					
	1 yr. Refresh	2.00	2.00	2.00	2.00	2.00
	2 yr. Refresh	1.00	1.00	1.00	1.00	1.00
	3 yr. Refresh	0.67	0.67	0.67	0.67	0.67
	Asset Inventory	Included in basic seat price.				
	1 yr. Refresh	2.71	2.71	2.71	2.71	2.71
	2 yr. Refresh	2.71	2.71	2.71	2.71	2.71
	3 yr. Refresh	2.71	2.71	2.71	2.71	2.71
	Capacity Planning					
	1 yr. Refresh	0.13	0.13	0.13	0.13	0.13
	2 yr. Refresh	0.06	0.06	0.06	0.06	0.06
	3 yr. Refresh	0.04	0.04	0.04	0.04	0.04
Installation						
	Staging of computers prior to install					
	1 yr. Refresh	1.00	1.00	1.00	1.00	1.51
	2 yr. Refresh	0.50	0.50	0.50	0.50	0.75
	3 yr. Refresh	0.33	0.33	0.33	0.33	0.50
	Pre-installation/on-site installation of both contractor's and COV's hardware and software	Included in basic seat price				
	1 yr. Refresh	1.94	1.94	1.94	1.94	7.27
	2 yr. Refresh	0.97	0.97	0.97	0.97	3.63
	3 yr. Refresh	0.65	0.65	0.65	0.65	2.42



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A C S

		DG	DW	PG	PW	Server
Install the hardware, with pre-configured COV software pre-installed, on the user's desk	Included in basic seat price					
	1 yr. Refresh	7.04	7.04	7.04	7.04	26.40
	2 yr Refresh	3.52	3.52	3.52	3.52	13.20
	3 yr. Refresh	2.35	2.35	2.35	2.35	8.80
Install nonstandard software at seat installation time	\$15 per package when performed as part of seat install; Packages installed after seat installation charged as MAC; For more than 3 packages installed in a visit, price negotiable					
	\$15 /package					
Install Operating system software at seat installation time	\$45 per package when performed as part of seat install; Packages installed after seat installation charged as MAC; For more than 3 packages installed in a visit, price negotiable					
	\$45 /package					
Configuring computer to user's print facility; verify modem operations; prompt removal of packing materials; verifying connections to any LAN and/or mainframe/ minicomputer system at user's desk, and/or any remote access service.	Included in basic seat price					
	1 yr. Refresh	3.87	3.87	3.87	3.87	14.53
	2 yr Refresh	1.94	1.94	1.94	1.94	7.27
	3 yr. Refresh	1.29	1.29	1.29	1.29	4.84
Provide Checklist of items to be verified at time of installation	Included in basic seat price					
	1 yr. Refresh	0.06	0.06	0.06	0.06	0.24
	2 yr Refresh	0.03	0.03	0.03	0.03	0.12
	3 yr. Refresh	0.02	0.02	0.02	0.02	0.08
Training (Move to T&M)		Prices are per student and/per training class; see below				
End user training in a classroom environment						
End user training in a classroom environment- Individual/Public Schedule	\$145/day	\$145/day	\$145/day	\$145/day	\$145/day	
End user training in a classroom environment- Dedicated/Knowlogy Site: Up to 12 students	\$895/day	\$895/day	\$895/day	\$895/day	\$895/day	
End user training in a classroom environment- Dedicated/Client Site: assumes client facility can meet set up needs; Up to 12 students.	\$895 /day	\$895 /day	\$895 /day	\$895 /day	\$895 /day	
End user training in a classroom environment- Dedicated/Training Van: min. five days	\$1,200 per day, min five days	\$1,200 per day, min five days	\$1,200 per day, min five days	\$1,200 per day, min five days	\$1,200 per day, min five days	\$1,200 per day, min five days



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		DG	DW	PG	PW	Server
IT technical staff training (including training the trainer)-Individual/Public Schedule		\$275.00/day	\$275.00/day	\$275.00/day	\$275.00/day	\$275.00/day
IT technical staff training (including training the trainer)-Dedicated/Knowledge Site. Up to 12 students		\$3,000 /day	\$3,000 /day	\$3,000 /day	\$3,000 /day	\$3,000 /day
IT technical staff training (including training the trainer)-Dedicated/Client Site. Assumes client facilities can meet set up needs. Up to 12 students.		\$3000/day	\$3000/day	\$3000/day	\$3000/day	\$3000/day
IT technical staff training (including training the trainer)-Dedicated/Training Van: Min. 5 days		\$4,500/day	\$4,500/day	\$4,500/day	\$4,500/day	\$4,500/day
Customized training material for SMS specific applications-End User. Assumes 2 days of development for one day of training. Actual training performed in accordance with included schedules.		\$900.00/day	\$900.00/day	\$900.00/day	\$900.00/day	\$900.00/day
Customized training material for SMS specific applications -Technical. Assumes 5 days of development for one day of training. Actual training performed in accordance with included schedules.		\$1,500/day	\$1,500/day	\$1,500/day	\$1,500/day	\$1,500/day
Provide classroom instructor for COV training facility -End User		\$795.00/day	\$795.00/day	\$795.00/day	\$795.00/day	\$795.00/day
Provide classroom instructor for COV training facility - Technical		\$2,500/day	\$2,500/day	\$2,500/day	\$2,500/day	\$2,500/day
User orientation at time of installation	Included in basic seat price.					
Administrator orientation and training for servers. One technical class at a one-time reduced price.		\$240.00/day	\$240.00/day	\$240.00/day	\$240.00/day	\$240.00/day
Support						
Take-over of remaining warranty	No charge					
H/W Break-fix	Included in basic seat price					
	1 yr. Refresh	4.06	4.06	5.60	5.60	30.22
	2 yr Refresh	4.06	4.06	5.60	5.60	30.22
	3 yr. Refresh	4.06	4.06	5.60	5.60	30.22
S/W bug fix	Included in basic seat price					
	1 yr. Refresh	9.48	9.48	13.06	13.06	120.90
	2 yr Refresh	9.48	9.48	13.06	13.06	120.90
	3 yr. Refresh	9.48	9.48	13.06	13.06	120.90
Support for Microsoft's complete family of application software products as well as other families.	Included in basic seat price. Assumes tier 1 Help Desk Support provided by either COV or ACS.					
	1 yr. Refresh	4.48	4.48	4.48	4.48	4.48
	2 yr Refresh	4.48	4.48	4.48	4.48	4.48
	3 yr. Refresh	4.48	4.48	4.48	4.48	4.48





Seat Management Services

		DG	DW	PG	PW	Server
Support for any specialty Commercial Of-the-Shelf (COTS) software or nonstandard software	See Application and Specialty Software defined below					
	Assumes tier 1 Help Desk Support already provided by either COV or the IntelliCenter.					
Help desk: Server Administration and IT/MIS Support (no end-user support)	Assumes that user seats are subscribed					
	1 yr. Refresh	0.68	0.68	0.68	0.68	0.68
	2 yr Refresh	0.68	0.68	0.68	0.68	0.68
	3 yr. Refresh	0.68	0.68	0.68	0.68	0.68
Other service professionals for staff augmentation to include, but not be limited to hardware, software, and networking areas of expertise	See T&M rates					
T&M schedule	See T&M rates					
Management						
Asset/Inventory Management of IT assets	Included in basic seat price					
	1 yr. Refresh	2.71	2.71	2.71	2.71	2.71
	2 yr Refresh	2.71	2.71	2.71	2.71	2.71
	3 yr. Refresh	2.71	2.71	2.71	2.71	2.71
MAC - 1 MAC/seat/year	Included in basic seat price					
	1 yr. Refresh	7.75	7.75	7.75	7.75	16.15
	2 yr Refresh	7.75	7.75	7.75	7.75	16.15
	3 yr. Refresh	7.75	7.75	7.75	7.75	16.15
Additional MACs (moves, additions, changes (hardware upgrades, software upgrades, etc.)) within Building	Cost is for 1st MAC during visit; Macs 2-5 are at half price each; over 5 macs during same visit negotiable					
		185.99	185.99	185.99	185.99	387.49
Additional MACs (moves, additions, changes (hardware upgrades, software upgrades, etc.)) within campus	Cost is for 1st MAC during visit; Macs 2-5 are at half price each; over 5 macs during same visit negotiable					
		185.99	185.99	185.99	185.99	387.49
Qty. Discount	See tabs labeled Pricing Differentials and SMS Fee Evaluation					
H/W Upgrade	See tables B-3 and B-4					
S/W Upgrade	See Appendix G and H					
Server Management: Backup/Restore, Disaster Recovery, Client/Server Admin, SW License inventory and update						
	1 yr. Refresh	4.05	4.05	4.05	4.05	4.05
	2 yr Refresh	4.05	4.05	4.05	4.05	4.05
	3 yr. Refresh	4.05	4.05	4.05	4.05	4.05





Seat Management Services

			DG	DW	PG	PW	Server
Disposal							
Disposal of displaced vendor assets	Included in basic seat price						
	1 yr. Refresh	3.77	3.77	3.77	3.77	3.77	
	2 yr Refresh	1.88	1.88	1.88	1.88	1.88	
	3 yr. Refresh	1.26	1.26	1.26	1.26	1.26	
COV owned surplus, hardware and software, due to replacement or upgrades in accordance with the Agency Procurement and Surplus Property Manual	Included in basic seat price						
	1 yr. Refresh	3.77	3.77	3.77	3.77	3.77	
	2 yr Refresh	1.88	1.88	1.88	1.88	1.88	
	3 yr. Refresh	1.26	1.26	1.26	1.26	1.26	
De-installation of equipment, due to termination, completion of term or refreshment within 15 days	Cost for de-installation due to completion of term or refreshment included in basic seat price. Cost due to termination are not covered and will be billed in accordance with the residual value calculation.						
	1 yr. Refresh	3.77	3.77	3.77	3.77	3.77	
	2 yr Refresh	1.88	1.88	1.88	1.88	1.88	
	3 yr. Refresh	1.26	1.26	1.26	1.26	1.26	
Additional Services							
Network and Infrastructure Engineering	Costs to be determined during order negotiations.						
Total Cost of Ownership	Costs to be determined during order negotiations.						
Level 1 Help Desk (5x12)							
	1 yr. Refresh	7.48	7.48	7.48	7.48	7.48	
	2 yr Refresh	7.48	7.48	7.48	7.48	7.48	
	3 yr. Refresh	7.48	7.48	7.48	7.48	7.48	
Level 1 Help Desk (7x24)							
	1 yr. Refresh	14.95	14.95	14.95	14.95	14.95	
	2 yr Refresh	14.95	14.95	14.95	14.95	14.95	
	3 yr. Refresh	14.95	14.95	14.95	14.95	14.95	
LAN/WAN Services							
	1 yr. Refresh	23.82	23.82	23.82	23.82	23.82	
	2 yr Refresh	23.82	23.82	23.82	23.82	23.82	
	3 yr. Refresh	23.82	23.82	23.82	23.82	23.82	
User data backup and restoration of existing data	Price for server backup and restore to be determined during order negotiations.						
	1 yr. Refresh	29.99	29.99	29.99	29.99	29.99	Negotiable
	2 yr Refresh	29.99	29.99	29.99	29.99	29.99	Negotiable
	3 yr. Refresh	29.99	29.99	29.99	29.99	29.99	Negotiable



Seat Management Services

		DG	DW	PG	PW	Server
Business Continuity Planning and Disaster Recovery	Costs to be determined during order negotiations.					
Legacy mainframe and SW Support	Costs to be determined during order negotiations.					
Additional Seats	Seats to be determined as part of the on-going order process and as part of initial order negotiations. Each seat will have a monthly per seat service charge for both SL 1 and SL2. 1, 2, and 3 year refresh periods will be provided					
Midrange Systems Support	Costs to be determined during order negotiations.					
Application and Specialty Software Support	Costs to be determined during order negotiations.					
Provide SL1 for COV-owned seat	Includes SL1 and support for Microsoft's complete family of application software products					
	1 yr. Refresh	43.34	43.34	48.46	48.46	180.91
	2 yr Refresh	43.34	43.34	48.46	48.46	180.91
	3 yr. Refresh	43.34	43.34	48.46	48.46	180.91
Provide SL2 for COV-owned seat	Includes SL2 and support for Microsoft's complete family of application software products					
	1 yr. Refresh	46.31	46.31	56.18	56.18	218.76
	2 yr Refresh	46.31	46.31	56.18	56.18	218.76
	3 yr. Refresh	46.31	46.31	56.18	56.18	218.76
Bar Coding						
	1 yr. Refresh	1.00	1.00	1.00	1.00	1.00
	2 yr Refresh	0.50	0.50	0.50	0.50	0.50
	3 yr. Refresh	0.33	0.33	0.33	0.33	0.33



Seat Management Services

Table B-3. Gateway Options and Upgrades NTE Pricing

Gateway Options					
Platform	Options		Monthly Pricing		
DG			1 Year Refresh	2 Year Refresh	3 Year Refresh
	Upgrade to 20GB hard disk drive	No Charge	0.00	0.00	0.00
	Upgrade to 56K V.90 Modem		2.40	1.20	0.80
	Upgrade Memory in 64MB increments		8.65	4.33	2.88
	Upgrade to 19" color display monitor or LCD		-47.10	-23.55	-15.70
	Upgrade to 21" color display monitor or LCD		-21.14	-10.57	-7.05
DW					
	Option/Upgrade to 30 GB Hard Disk Drive		4.33	2.16	1.44
	Option/Upgrade to DVD-CD-RW or CD-RW Disk Drive		19.13	9.56	6.38
	Option/Upgrade to 56K V.90 Modem		2.40	1.20	0.80
	Option/Upgrade memory in 128 MB increments		19.22	9.61	6.41
	Option/Upgrade to 19" color monitor or LCD		-47.10	-23.55	-15.70
	Option/Upgrade to 21" color monitor or LCD		-21.14	-10.57	-7.05
PG					
	Option/Upgrade to 10/100 Ethernet or Token Ring PC Card w/ 8' patchcord				
		3COM 10/100	12.01	6.01	4.00
		Token Ring	23.93	11.97	7.98
	Option/Upgrade 20 GB hard disk drive	18GB	19.22	9.61	6.41
	Option/Upgrade 56K V.90 internal or PC Card modem	Included	0.00	0.00	0.00
	Option/Upgrade memory in 16 MB increments				
		160 MB	9.61	4.81	3.20
		224 MB	28.83	14.42	9.61
		288 MB	48.06	24.03	16.02
	Option/Upgrade Port Replicator				
		160 MB	9.61	4.81	3.20
PW					
	Option/Upgrade to 10/100 Ethernet or Token Ring PC Card w/ 8' patchcord				
		3COM 10/100	12.01	6.01	4.00
		Token Ring	23.93	11.97	7.98
	Option/Upgrade 30 GB hard disk drive	N/A			
	Option/Upgrade DVD-CD-RW disk drive		33.64	16.82	11.21
	Option/Upgrade 56K V.90 internal or PC Card modem		3.84	1.92	1.28
	Option/Upgrade memory in 64 MB increments				
		160 MB	9.61	4.81	3.20
		224 MB	28.83	14.42	9.61
		288 MB	48.06	24.03	16.02
	Option/Upgrade Port Replicator		14.32	7.16	4.77
Server					
	Option/Upgrade to add 35/70 GB DLT Tape Drive	Included in configuration	0.00	0.00	0.00
	Option/Upgrade to add 10/100 Ethernet or Token Ring NIC, w/ 8' patchcord	Included in configuration	0.00	0.00	0.00
	Option/Upgrade to add 56K V.90 internal or external modem	Internal	12.40	6.20	4.13
	Option/Upgrade to add memory in 128 MB increments		21.53	10.76	7.18
	Option/Upgrade to rack mount chassis with rack		190.21	95.10	63.40



Seat Management Services

Table B-4. Dell Options and Upgrades NTE Pricing

Dell Options					
Platform	Options		Monthly Pricing		
DG			1 Year Refresh	2 Year Refresh	3 Year Refresh
	Upgrade to 20GB hard disk drive	20GB,EIDE,HDD,7200RPM	4.33	2.16	1.44
	Upgrade to 56K V.90 Modem	Aztech PC99 Data/Fax 56K V.90	6.82	3.41	2.27
	Upgrade Memory in 64MB increments				
		192 MB 2DIMM NonECC 100Mhz	8.55	4.28	2.85
		256 MB 1DIMM NonECC 100Mhz	22.49	11.25	7.50
		384 MB 2DIMM NonECC 100Mhz	39.69	19.85	13.23
		512 MB 2DIMM NonECC 100Mhz	56.23	28.11	18.74
	Upgrade to 19" color display monitor or LCD	19" P991 FD Trinitron	-35.47	-17.73	-11.82
	Upgrade to 21" color display monitor or LCD	21" P1110 FD Trinitron	2.60	1.30	0.87
DW					
	Option/Upgrade to 30 GB Hard Disk Drive		6.92	3.46	2.31
	Option/Upgrade to DVD-CD-RW or CD-RW Disk Drive	CD-RW	3.46	1.73	1.15
	Option/Upgrade to 56K V.90 Modem		6.82	3.41	2.27
	Option/Upgrade memory in 128 MB increments				
		192 MB 2DIMM NonECC 100Mhz	8.55	4.28	2.85
		256 MB 1DIMM NonECC 100Mhz	22.49	11.25	7.50
		384 MB 2DIMM NonECC 100Mhz	39.69	19.85	13.23
		512 MB 2DIMM NonECC 100Mhz	56.23	28.11	18.74
	Option/Upgrade to 19" color monitor or LCD	19" P991 FD Trinitron	-35.47	-17.73	-11.82
	Option/Upgrade to 21" color monitor or LCD	21" P1110 FD Trinitron	2.60	1.30	0.87
	Option/Upgrade to Trackball or graphics tablet	Price varies - determined at order time			
PG					
	Option/Upgrade to 10/100 Ethernet or Token Ring PC Card w/ 8' patchcord				
		3COM 10/100 CRDBUS, LAN,V2.6	11.15	5.57	3.72
		XIRCOM CBE2 10/100 CRDBUS/LAN	8.55	4.28	2.85
	Option/Upgrade 20 GB hard disk drive	18 GB; 20 GB NA	17.30	8.65	5.77
	Option/Upgrade 56K V.90 internal or PC Card modem				
		56K PCMCIA, Cbl, Modem,PSION,Lat	8.55	4.28	2.85
		Xircom realport, LAN/MDM,Combo	21.53	10.76	7.18
	Option/Upgrade memory in 16 MB increments				
		192 MB, 2DIMMS, SDRAM, LAT,CS	23.36	11.68	7.79
		256 MB, 2DIMMS, SDRAM, LAT, CS	34.60	17.30	11.53
		320 MB, 2DIMMS, SDRAM, LAT, CS	60.55	30.28	20.18
	Option/Upgrade Port Replicator				
		C/Dock2, Expansion Station,Lat	47.48	23.74	15.83
		C/Dock2,W/TRING CARD,Lat	67.38	33.69	22.46
		C/Port2,APR W/MO STND	25.85	12.93	8.62
PW					
	Option/Upgrade to 10/100 Ethernet or Token Ring PC Card w/ 8' patchcord				



Seat Management Services

Dell Options Platform	Options		Monthly Pricing		
DG			1 Year Refresh	2 Year Refresh	3 Year Refresh
		3COM 10/100 CRDBUS, LAN, V2.6	11.15	5.57	3.72
		XIRCOM CBE2 10/100 CRDBUS/LAN	8.55	4.28	2.85
	Option/Upgrade 30 GB hard disk drive	30 GB Not Available			
	Option/Upgrade DVD-CD-RW disk drive	No Charge - CD-RW	0.00	0.00	0.00
	Option/Upgrade 56K V.90 internal or PC Card modem				
		56K PCMCIA, Cbl, Modem, PSION, Lat	8.55	4.28	2.85
		Xircom realport, LAN/MDM, Combo	21.53	10.76	7.18
	Option/Upgrade memory in 64 MB increments				
		192 MB, 2DIMMS, SDRAM, LAT, CS	23.36	11.68	7.79
		256 MB, 2DIMMS, SDRAM, LAT, CS	34.60	17.30	11.53
		320 MB, 2DIMMS, SDRAM, LAT, CS	60.55	30.28	20.18
	Option/Upgrade Port Replicator				
		C/Dock2, Expansion Station, Lat	47.48	23.74	15.83
		C/Dock2, W/TRING CARD, Lat			
		C/Port2, APR W/MO STND	25.85	12.93	8.62
Server					
	Option/Upgrade to add 35/70 GB DLT Tape Drive				
		35/70GB DLT7K EXT TBU Auto/Rak	324.38	162.19	108.13
		35/70GB DLT7K 2nd EXT TBU Auto	298.43	149.21	99.48
		35/70GB DLT7K EXT TBU Autoload	324.38	162.19	108.13
		35/70GB EXT TBU, Black	60.55	30.28	20.18
	Option/Upgrade to add 10/100 Ethernet or Token Ring NIC, w/ 8' patchcord	Intel Pro 100+ NIC	5.09	2.55	1.70
	Option/Upgrade to add 56K V.90 internal or external modem				
		56K Internal Modem, Non-SBS	6.82	3.41	2.27
		56K Internal Modem SBS	6.82	3.41	2.27
		56K External Modem, MTECH, NAM/JP	12.88	6.44	4.29
	Option/Upgrade to add memory in 128 MB increments				
		768 MB SDRAM, 133 Mhz	46.52	23.26	15.51
		1GB SDRAM, 133 Mhz	128.41	64.20	42.80
		1.5 GB SDRAM, 133 Mhz	239.13	119.56	79.71
		2GB SDRAM, 133 Mhz, (8x256MB)	349.85	174.92	116.62
		2GB SDRAM, 133 Mhz, (4x512MB)	633.29	316.64	211.10
		3GB SDRAM, 133 Mhz, (6x512MB)	996.59	498.30	332.20
		4GB SDRAM, 133 Mhz, (8x512MB)	1335.87	667.93	445.29
	Option/Upgrade to rack mount chassis with rack		207.92	103.96	69.31



Seat Management Services

APPENDIX C—SERVICES AVAILABLE

C.1 Seat Management Services

C.1.1 Basic Seat Services

ACS provides a complete set of basic service consistent with the SMS Request for Proposal. Specifically we provide the following services:

- Planning
 - Implementation planning for transition to SMS
 - Configuration Management
 - Scheduling
 - Backup and transfer of existing data
 - Participating Seat Inventory
 - Asset Inventory
 - Capacity Planning
- Acquisition
 - Platform Hardware
 - Platform Hardware components
 - Platform Software Components
- Installation
 - Staging Of Computers Prior To Installation
 - Installing Hardware With Pre-Configured COV Software Pre-Installed On The User's Desk
 - Pre-Installation Coordination
 - On-Site Installation
 - Acceptance Testing And Compliance With Specifications
 - Asset Management Identification
- Training
 - End-User Training In A Classroom Environment
 - IT Technical Staff Training
 - Customized Training Material For SMS Specific Applications
 - Classroom Instructor For COV Training Facility
 - User Orientation At Time Of Installation
 - Administrator Training And Train The Trainer
- Support
 - Take-over of Remaining Warranty
 - Hardware Break-fix
 - Software Bug Fix
 - Help Desk Server Administrator, and IT/MIS Support
 - Other Service Professionals for Staff Augmentation
- Management
 - Inventory Management
 - Moves, Adds, and Changes
 - Technology Refreshment
 - Server Management
- Disposal
 - Disposal of ACS Assets
 - Disposal of Commonwealth of Virginia Surplus Assets





Seat Management Services

- De-Installation of Equipment

C.1.2 Value-Added Seat Services

As a service provider that covers the entire range of services from the desktop through the enterprise, we also augment our standard service with a number of value-added services:

- Planning
 - Total Cost of Ownership
- Acquisition
 - Additional Seats
- Support
 - HelpDesk
 - LAN/WAN Services
 - User Data Backup and Restoration of Existing Data
 - Business Continuity and Disaster Recovery
 - Legacy Mainframe, Hardware and Software Support
 - Midrange Systems Support
 - Application and Specialty Software Support

C.1.3 Integrated Solution Services

As part of a total package we also offer a full range of networking and infrastructure engineering support to include:

- Planning and Analysis
- Design Building and Testing
- Implementation of Operations

C.2 Basic Seat Management Services Computer Platforms

The following sections identify the standard configurations available from ACS under the SMS contract. These are divided into the following categories:

- Desktop General Purpose
- Desktop Engineering and Scientific
- Portable General Purpose
- Portable Engineering and Scientific
- Server

Seat Management Services

C.2.1 Desktop General Purpose User (DG)

The following configurations are available from Gateway and Dell in the Desktop General Purpose User category:

Gateway Configuration	Dell Configuration
Product: E4200-800	Product: Optiplex GX110; Config ID 23
800 mhz, PIII	800 mhz, PIII
128MB RAM	128MB RAM
100 mhz Front Side Bus	133 mhz Front Side Bus
20 GB ATA Hard Drive	13.6 GB EIDE
40x CD-ROM Drive	40x CD-ROM Drive
FPD1500 15.1" Digital LCD Display	15" Dell 1501 FP; 16MB Video Card
Sound Blaster Audio PCI 128D; GCS200 Speakers	Integrated Sound; Harmon/Kardon Speakers
Choice of desktop, minidesktop, or mini-tower deskside case	Choice of desktop, minidesktop, or mini-tower deskside case
3COM PCI 10/100 Ethernet	Integrated 10/100 Ethernet
Windows 98SE; All Driver Software	Windows 98 SE; All driver software
6 outlet surge protector	6 Outlet Surge Protector

Option/upgrade to 20GB hard disk drive

Option/upgrade to 56K V.90 modem

Option/upgrade memory in 64MB increments

Option/upgrade to 19" or 21" color display monitor or LCD

Option/upgrade to Token Ring NIC, with 8 ft patchcord

Option/upgrade to mini-tower deskside case or mini-desktop

Seat Management Services

C.2.2 Desktop Engineering and Scientific User (DW)

The following configurations are available from Gateway and Dell in the Desktop Engineering and Scientific User category:

Gateway Configuration	Dell Configuration
Product: E-3400-800, PIII	Product: Optiplex GX 110; Config ID 24
800 mhz	800 mhz, PIII
133 mhz Front Side Bus	133 mhz Front Side Bus
256 MB SDRAM	256 MB SDRAM
20 GB Ultra ATA Hard Drive	20 GB EIDE Hard Drive
DVD-ROM Drive	8x DVD
15" FPD 1500; Custom 32 MB nVidia GeForce 256DDR SGRAM	15" Dell 1501 FP; 16MB Video Card
Integrated Business Audio; Acoustics BA735 Digital Speakers w/Subwoofer	Integrated Sound; ACS340 Speakers, GX100/11
Choice of desktop or mini/mid tower case	Choice of desktop or mini/mid tower case
Integrated 3Com PCI 10/100	Integrated 3Com PCI 10/100
Windows 2000 Professional; All driver software	Windows 2000 Professional; All driver software
6 outlet surge protector	6 outlet surge protector

Option/upgrade to 30GB hard disk drive
 Option/upgrade to DVD-CD-RW or CD-RW disk drive
 Option/upgrade to 56K V.90 modem
 Option/upgrade memory in 128MB increments
 Option/upgrade to 19" or 21" color display monitor or LCD
 Option/upgrade to trackball or graphics tablet
 Option/upgrade to mini/mid tower case

Seat Management Services

C.2.3 Portable General Purpose User (PG)

The following configurations are available from Gateway and Dell in the Portable General Purpose User category:

Gateway Configuration	Dell Configuration
Product: Solo 2550 SE	Product: Latitude CS/CSx
500 mhz, PIII	500 mhz, PIII
128 MB SDRAM	128 MB SDRAM
12 GB ATA Hard Drive	12 GB Hard Drive
24x Cd-ROM Drive	24x CD-ROM
12.1" SVGA Active Matrix Display	14.1" XGA Active Matrix (TFT)
Integrated 16-bit sound, stereo speakers, internal microphone	Integrated Microphone and Speakers
PCMCIA slots	PCMCIA slots
Infra-red	Infra-red ports
Li-ion battery and AC Pack	Li-ion battery and charger
Windows 98 SE; All driver software	Windows 98 SE; All driver software
6 outlet surge protector	6 Outlet Surge Protector
Integrated V.90 56K Modem	

Option/upgrade to 10/100 Ethernet or Token Ring PC CARD, w 8 ft patchcord

Option/upgrade to 20GB hard disk drive

Option/upgrade to 56K V.90 internal or PC Card modem

Option/upgrade memory in 16 MB increments

Option/upgrade to Port Replicator

Seat Management Services

C.2.4 Portable Engineering and Scientific User (PW)

The following configurations are available from Gateway and Dell in the Portable Engineering and Scientific User category:

Gateway Configuration	Dell Configuration
Product: Solo 9300 SE	Product: Latitude CPx
650 Mhz, PIII	650 Mhz, PIII
128 MB SDRAM	128 MB SDRAM
18 GB Hard disk Drive	18 GB Hard Drive
6x DVD-ROM	6x DVD-ROM
14.1" XGA Active Matrix TFT Color Display; 2x AGP ATI Mobility-P w/4 MB SGRAM ea.	14.1" XGA Active Matrix (TFT); 8MB Integrated Video Memory
PCMCIA slots	PCMCIA Slots
Infra red	Infra Red
Integrated 16-bit sound, stereo speakers, internal microphone	Sound: Microphone and speakers
Li-ion battery and AC Pack	Smart Lithium Batteries; Integrated Charger
Windows 2000 Professional; All driver software	Windows 2000 Office Professional; All driver software
6 outlet surge protector	6 Outlet Surge Protector

Option/upgrade to 10/100 Ethernet or Token Ring PC CARD, w/8 ft patchcord

Option/upgrade to 30 GB hard disk drive

Option/upgrade to DVD-CD-RW disk drive

Option/upgrade to 56K V.90 internal or PC CARD modem

Option/upgrade memory in 64MB increments

Option/upgrade to Port Replicator or Docking Station

Seat Management Services

C.2.5 Server

The following configurations are available from Gateway and Dell in the Server category:

Gateway Configuration	Dell Configuration
Product: Gateway 8400 Server	Product: PowerEdge 4400
733 Mhz, PIII Xeon	733 mhz, PIII Xeon
Tower or rack mounted	Tower
Quad Processor Capable	Dual processor capable
512 MB EDO DRAM	512 MB SDRAM
108 GB SCSI RAID5 storage	3 x 36 GB SCSI HDD Raid 5 Storage
40x CD-ROM Drive	40x CD-ROM
15" Color Monitor with integrated 32-bit PCI graphics W/2MB DRAM	15" Monitor
Integrated 10/100 Ethernet	On Board NIC, LAN UTP Cat 5
35/70GB SCSI DLT	35/70 GB DLT 7000 Tape Drive
UPS	UPS, 700VA
HP Openview ManageX Event Manager and InforManager Server 2.x	HP Openview Network Node Manager
Windows 2000 Adv. Server 25 CAL	Windows 2000 Adv. Server 25 CAL
6 outlet surge protector	6 outlet surge protector

Option /upgrade to add 35 GB/70GB DLT tape Drive
 Option /upgrade to 10/100 Ethernet or Token Ring NIC, w/8 ft patchcord
 Option /upgrade to add 56K V.90 internal or external modem
 Option /upgrade to add memory in 128MB increments
 Option/upgrade to rack mount chassis with rack



Seat Management Services

C.3 Basic Seat Management Services Standard Software

ACS provides support as part of the standard offering for all operating systems and drivers, as specified in the SMSCOV Standards, currently:

- MS Windows 98 Second Edition and MS Windows 2000 Professional (Desktop and Portable)
- MS Windows 2000 Advanced Server 25 CAL (Server)

C.4 Planning

Our comprehensive planning process is supported by proven tools and methodologies including inventory and asset management, configuration management, and scheduling. Because we recognize that inputs change, our process is *flexible* and *dynamic*. Using a tailored, organization-specific approach, each element of the system life cycle is included, so customers have a complete picture of where and how seats and services will be delivered. The process begins with an understanding of where the customer is today. Our standard suite of support tools provides team-wide and customer access to required information for planning.

C.4.1 Basic

Implementation Planning for Transition to SMS

Each customer's SMS implementation plan will be developed in the context of a total life-cycle planning methodology, so that all activities required to implement and support SMS seats are addressed.

Our implementation/transition planning process begins by developing an understanding of where the customer is today. This is a focused, labor-intensive process, ACS refers to as *due diligence*. It has five major objectives:

1. Establish an information baseline for developing the implementation plan. Our new sampling technique minimizes the impact of due diligence on large organizations.
2. Develop a detailed understanding of customer operations, procedures, and policies supporting services requested in the ordering document.
3. Define required relationships with third-party vendors for continuity of operations during transition.
4. Develop an understanding of the client's organizational culture, business practices, and end-user expectations.
5. Develop an understanding of current staffing and the potential impact of SMS.

Next we ensure that customer needs, constraints, and desired implementation milestones are accurately and completely understood. In the third step, a preliminary plan is developed that describes customer and Team activities necessary to achieve all implementation goals. It includes acquisition, installation, training and disposal schedules, resource projections, and cost projections. Organizational, site, facility, staff, and end-user impacts will be assessed. Plans for management of cultural change through customer outreach activities will be included.

The preliminary plan is submitted for review within the customer organization. Changes are made to reflect organizational issues, budget limitations, schedule constraints, or other program impacts. Upon approval, the preliminary plan becomes the operational plan, directing our implementation activities. The plan will be maintained and updated throughout the implementation and transition processes, reflecting its inherent flexibility.

C.4.2 Enhanced Planning Services (priced as monthly, per seat/server)

Configuration Management

Our configuration management program uses ISO 9000 standards and approved procedures. When required by an ordering document, we develop an individualized Configuration Management Plan to accommodate and control all work for a specific customer.





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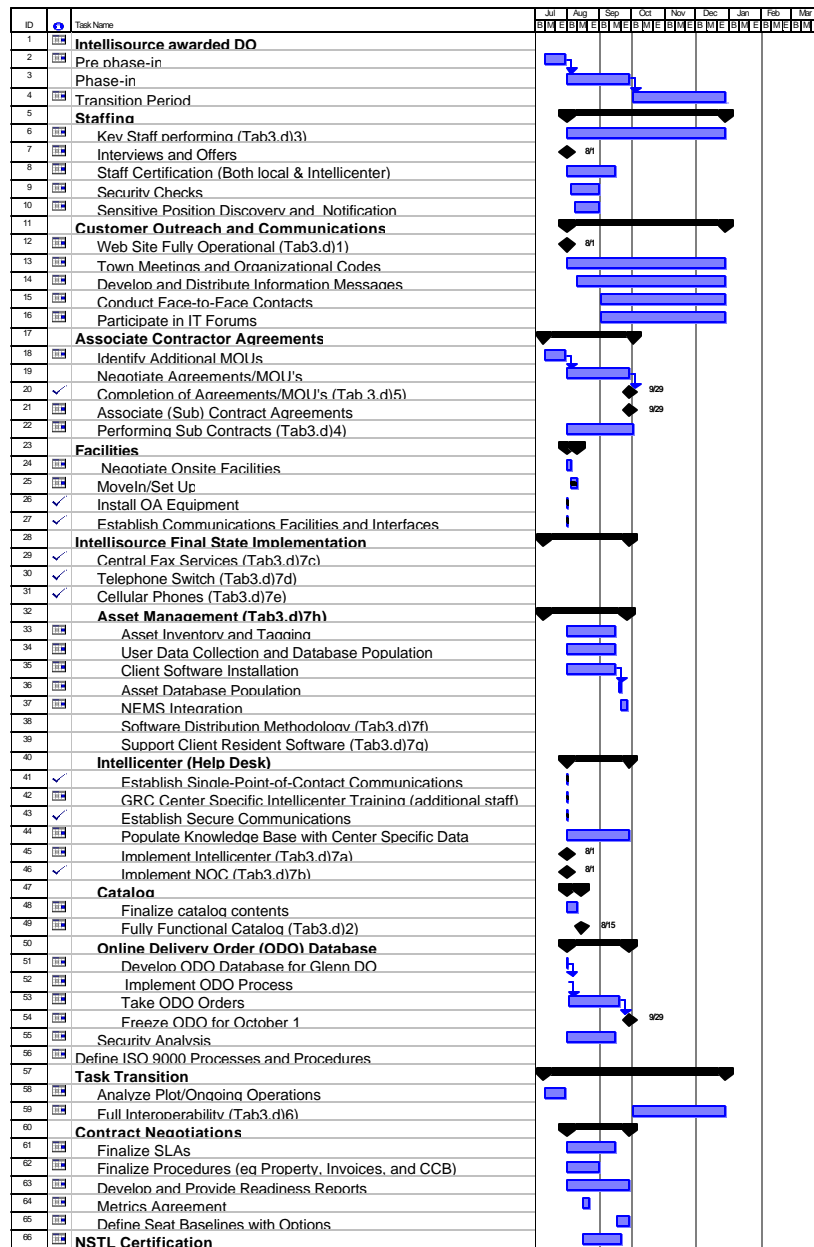
Our configuration management service ensures that changes to customer and ACS-owned seats are approved and tracked. It produces an inventory of current and planned assets including details of planned and actual configurations. Configuration management is based on our asset management system, supported by AssetInsight™.

Scheduling

Effective scheduling ensures acquisition, delivery, implementation, refresh, and disposal activities occur as planned, with minimal disruption to ongoing operations.

With the ordering document as a starting point, ACS develops and maintains a life-cycle schedule that coordinates all aspects of the service delivery process. Specific facility transition schedules are developed in partnership with customer IT/MIS staff members, facility managers, and other points of contact, as appropriate.

Figure C.4-1 provides a sample schedule developed for one of our existing customers.





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Figure C.4–1. Sample Schedule

Backup and Transfer of Existing Data

Successful backup and transfer of existing data is essential to end-user satisfaction and customer service. ACS defines a tailored approach for each customer, based on the IT infrastructure, the desktop environment, and user requirements.

Specific procedures are defined and tailored for each customer in the implementation planning process. They include:

- End-User Data Consolidation
- Backup
- Restore

Participating Seat Inventory

ACS recognizes that an understanding of existing hardware and software assets for participating seats is essential—and the first step in successful implementation planning. As part of this service, asset management databases are constructed and become the baseline for a comprehensive asset management program. Whenever possible, we use network resident auditing tools to collect required information. In a non-networked environment, manual methods for collecting the required data are employed. In either case, AssetInsight™ is our inventory database and reporting tool.

Our participating seat inventory will create the records necessary to generate the customer-owned equipment monthly inventory report.

Asset Inventory

The ACS asset inventory process uses both automated and manual tools to collect, report, and analyze information on IT assets. Each customer's asset management program will be tailored and scheduled to meet organizational requirements for control of customer- and ACS- owned assets.

Our asset inventory service begins with the delivery of the first seat, or with the participating seat inventory, if called for in the ordering document. Normally during the participating seat inventory we will install AssetInsight™ client software on each inventoried machine and an AssetInsight™ collector on a network server. This will automate the collection and maintenance of inventory information. Where this approach is not possible, we will collect information manually.

Our asset inventory program helps identify opportunities for upgrading or replacing seats, or assessing problems or failures associated with specific models, manufacturers, or configurations. Reports on asset inventory are generated using AssetInsight™.

Using AssetInsight™ and the information it provides, we ensure that inventory-related decisions are in line with asset management strategies. With a comprehensive view of each customer's current assets, as well as a complete history of asset changes, we can accomplish the following goals:

- Accurately forecast future asset requirements
- Assist COV customers in making well-informed budget planning and expenditure decisions
- Oversee software license compliance

Capacity Planning

Capacity planning is the key to meeting end-user performance expectations as they become increasingly dependent on network services. Capacity planning is a network-engineering task that demands the instrumentation of networks and the collection and analysis of performance data. Without proper planning, performance is likely to suffer at peak loads when users are forced to wait an excessive amount of time for network access.

Proper capacity planning identifies potential bottlenecks before they occur, so that most performance-related problems are avoided. Capacity planning determines network data flow, capacity, and utilization, and uses that





Seat Management Services

information to model solutions and recommend changes in network capacity. Capacity planning incorporates several processes, including traffic/performance analysis, network modeling, and anticipating new applications and services.

Our process for capacity planning includes the following steps:

- Collect additional data as needed
- Determine assumptions for capacity analysis
- Analyze proposed hardware configuration
- Analyze proposed network configuration
- Perform sensitivity analysis
- Perform variance analysis
- Update models
- Perform predictive calculations
- Estimate server performance
- Estimate network performance
- Prepare Capacity Planning Study deliverable
- Prepare Capacity Planning Out-brief
- Conduct Capacity Planning Out-brief meeting

The outcome of capacity planning is a documented recommendation for how expected capacity growth will impact the customer's network capacity and suggested changes that will allow the network continue to perform as required.

C.4.3 Value-added

Total Cost of Ownership (TCO)

Our team offers Total Cost of Ownership services under the SMS contract. Under this service offering, we provide a Total Cost of Ownership (TCO) evaluation as an additional service offering. Harris Technical Services has prepared TCO studies for numerous Government customers, referenced in the Client References section, and has a documented beginning with consideration of variables unique to each heterogeneous environment with COV's scope.

Our approach to a comprehensive quantitative analysis of the customer's TCO of desktop computers and infrastructure will broadly incorporate the following areas:

- Hardware and software
- Operations (includes: technical support, training, HelpDesk, maintenance)
- Administration
- End-user operations
- Downtime

Following our quantitative analysis, we develop a comparison study of the customer's TCO, applying applicable industry best practices. This is followed by a detailed qualitative analysis of the distributed-computing operations in the following areas:

- Architecture
- Information Assurance
- Acquisition
- Support
- Management
- User Perspectives

From the TCO study, we develop recommendations to optimize the distributed computing environment architecture, improve acquisition, support, and management processes, reduce the TCO, improving overall support to COV end-users.



Seat Management Services**C.5 Acquisition**

Our acquisition service will initially provide two brand families meeting SMS standards. We selected Dell and Gateway as our system providers based on two primary factors – quality and price. Our acquisition activities supporting each customer are carefully defined and scheduled as part of a life-cycle planning process. During the planning phase, our Customer Support Team will work closely with their customer counterparts to assist in determining the optimal number of seat types and required enhancements.

We employ a fully integrated acquisition-installation process for rapid configuration and delivery of large quantities of Desktop, Portable, and Server Seats. A mutually agreeable master implementation plan with supporting detailed acquisition and implementation schedules is used to define all actions necessary to acquire, stage, deliver, and install properly configured seats.

Our process is supported by automated order entry and tracking tools including our electronic business-to-business link between the program office and Dell and Gateway, On-Line Delivery Order (ODO) Database, SMS Catalog (SMSCAT), and our configuration and asset management system. We employ Dell's and Gateway's extensive in-house capabilities to configure equipment, install seat and organizational specific master software images, and stage and ship the ordered systems and components. At the receiving end, our installation team prepares to receive and process the delivered equipment and initiate the installation process.

C.5.1 Basic*Platform Hardware*

Servers, desktop and portable computers are installed as required by the customer in accordance with the Master Contract and Ordering Document. Two brand families, complying with SMS specifications for DG, DW, PG, PW and Server seats, software, and optional equipment, are initially be available from our Team. We are prepared to deliver other brands if requested.

Seats can be ordered as part of an initial order or can be ordered or modified using ODO. When ODO is used we employ process safeguards to ensure that no order is processed until a designated agent within the customer organization approves it.

SMSCAT is a second component of our ordering system. The catalog serves as a flexible and responsive tool for ordering the additional seat types, and services offered by our team. Authorized SMS users are able to order using the Internet-based electronic catalog or by telephone.

ODO and SMSCAT are updated monthly, as prices for older products decrease and newer technology becomes available. We work closely with DIT and COV customers to identify opportunities to effectively employ new technology.

End-users who do not have Internet access receive hard copy descriptions of seats, equipment, and service offerings so that orders can be initiated by calling the IntelliCenter.

Platform Hardware Components

All platform components, including NIC cards, memory expansion components, memory devices, etc., are acquired consistent with SMS specifications. All available hardware components may be ordered from ODO and SMSCAT. Normally they are factory installed and tested by Dell or Gateway as part of the normal acquisition/installation process. When components are ordered for installation on an existing seat, the installation will be handled in accordance with our move, add, and change (MAC) process.

Platform Software Components

Operating systems, software, drivers, and any other related components are installed as required by the authorized user in accordance with the ordering document. Gateway and Dell use a master OS/Driver image and Gold Disks to install customer-specific images on each seat. At the completion of burn-in and quality inspection, the equipment is staged or shipped directly to the designated receiving facility for installation by our field service team, in accordance with the implementation plan, or ODO, or SMSCAT order.





Seat Management Services

C.5.2 Value-added

Additional Seats

In addition to standard seat service offerings and enhancements, other non-contract product and service items will be included in the SMSCAT to ensure that the customer's evolving organizational and end-user needs are met. These additional items will be identified as non-contract items (which may be acquired via appropriate procurement methods). The types of items will be based on product information from Gateway and Dell, and from opportunities for technology improvement identified by our team members and COV customers. Our recommendations will allow DIT to continue to make "best value" solutions available to SMS customers, via the SMSCOV Standards, as the PC marketplace continues to evolve.

C.6 Installation

For each specific customer, an installation plan is defined during the implementation planning process. This process, defines the required scope of work and provides a mutually agreeable order/setup schedule for completing efficient installations at each customer site.

In accordance with our plan, we carry out a sequence of closely coordinated acquisition and installation activities, including the following:

For Acquisition and Pre-Installation:

- Hardware configuration
- Loading of COV Gold Disk
- Factory quality inspection and release
- Shipping to installation location
- Loading of operating system and drivers
- Power system up and boot
- Staging and pre-testing

For On-site Installation:

- Unpack, inspect, and assemble
- Test, including installation of appropriate service tools
- If required, connect and verify LAN access
- If required, connect and verify remote service access connection
- Verify complete system and network operability
- Provide end-user orientation
- Disconnect and remove replaced equipment and packing material
- Install at the desktop
- Verify software configuration
- If required, connect and verify connections to mini or mainframe hosts
- If required, connect and verify peripherals
- If required, backup and transfer user data
- Explain and initiate acceptance test

Post Implementation:

- Fill out Service Completion Report
- Verify completion of acceptance test and update records
- Update asset management records

Throughout the process, we work closely with DIT and the customer. Our customer service team will assume responsibility for providing customers with a seamless delivery.

C.6.1 Basic

Staging of Computers Prior to Installation

As part of this service, we identify and address secure staging and storage space needs throughout the contract period to support transition, technology refreshment, and order deliveries. Dell and Gateway will drop ship





Seat Management Services

equipment to the appropriate facility, in the care of our customer service team. To the maximum extent possible, we employ “Just in Time Delivery” of equipment.

Install Hardware with Pre-configured COV Software Pre-installed On User's Desk

Prior to delivery, imaging and burn in are accomplished at the Dell or Gateway fabrication facility or a designated Team facility. Prior to installation, desktop and server systems are loaded with the latest version of the operating system of choice (that is, Windows NT/95/98/2000) and the appropriate drivers. We also load customer specific applications from a customer-supplied standard “Gold Disk” image, maintained in our software library.

Our Team will assist customers in production of their Gold Disks. When necessary we use our CETI capabilities to build the Gold Disk from software, as licensed and provided by the customer. We identify and control Gold Disk configurations within the scope of our configuration management service. We track and manage software licenses within the scope of our asset and server management services.

Pre-Installation Coordination

Following our installation plan, we coordinate in advance with facility and IT managers to ensure site access is arranged and all necessary LAN/server accounts and passwords have been established.

Our installation plan is updated monthly and closely monitored to ensure installations are scheduled within 5 days of receipt of order for forecast items and within 30 calendar days from receipt of order, with a target timeframe of 15 calendar days, for non-forecast items, unless a delayed delivery or staged delivery schedule is requested.

On-site Installation

As part of this service, we include configuring the computer to the user's printer or print facilities, verifying modem operation, verifying connections to LAN and/or mainframe/mini computer system at the user's desk and/or by remote access service and removal of all packaging material from agency premises.

On-site desktop installation is carried out in accordance with a customer specific Installation Checklist and includes the following activities:

- Unpacking
- Testing and Diagnosis
- Connection
- Configure Network
- Data Transfer
- Disposal of Excess Material
- Assembly
- Inspection
- Power system up and boot.
- Test Connections
- Conduct End-user Orientation

Server installations will follow the process described above, with the following additions:

- Our installation team will work with the System Administrator to configure the new server with its appropriate network address
- Our installation team will test the server in both a test and production environment using an appropriately adapted network switch and/or router.
- Servers will remain available while the System Administrator performs a complete functionality test using remote control software.
- A full restore and verify of user data will be made into the appropriate directory established by the System Administrator.

Acceptance Testing and Compliance with Specifications

After new seats are installed, they are turned over to the customer for compliance with the 48 business hour acceptance requirement. The respective user will be requested to immediately notify the IntelliCenter of any operational deficiencies occurring within the 48-hour acceptance test period. In accordance with our break/fix procedures, our field support team will handle any deficiencies encountered by the user.





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The acceptance test will ensure that the installed seat performs at or above an average effectiveness level of 95 percent, calculated over a period of 48 hours. If the services do not meet the 95 percent performance availability over the 48-hour test, the acceptance period may continue on a day-to-day basis until all services comprising the seat are met. If during the acceptance test the customer rejects the seat, the order for the seat will be terminated at no cost to the customer. In the absence of any input (for example, a trouble call) identifying non-conformance, we assume the services are acceptable to the customer.

Asset Management Identification

At the completion of installation, we capture, at a minimum, the following information for asset tracking:

- Equipment Control Number (ECN)
- End User/phone/email
- SMS Configuration (for example: DG, PW.)
- Brand Name
- Serial #
- Gold Disk Configuration ID
- Customer Organization
- Location
- Manufacturer
- Model #
- OS Image Configuration ID

Inventory information is available in AssetInsight™ for use by the IntelliCenter, our customer service team, and customer MIS/IT staff.

C.7 Training

Overview

Knowlogy, our primary training provider, is presently listed among the top three computer software training companies in the DC/Northern Virginia metropolitan area. In addition, through partnerships and alliances, we can call on over 100 contractors to deliver required, onsite training anywhere in the COV. We can immediately provide end-user training and technical education to our customers throughout the COV. PC software and technical skills training centers offer education and support in both technical and end-user subjects for Microsoft, Lotus, and other software vendors.

Our Team can provide 24 classrooms in 5 state-of-the-art training centers located in Falls Church, Virginia; Washington, D.C.; Fort Belvoir, Virginia; the Pentagon; Arlington, Virginia; and Bethesda, Maryland. Our capabilities include:

- Multi-dimensional training designed to meet the wide scope of user needs.
- Standard desk-side orientation package, supplemented by a Computer Based Instruction package, tailored for use within each customer organization.
- Online Computer Based Instruction (CBI) packages for Microsoft standard packages, with an option for classroom training.
- Training specialists called in on a custom basis, as called for in the order, to provide other training.
- The capability to train small numbers of students at locations across the COV using a mobile training van approach.
- The capability to develop targeted training packages for each agency.

We can also provide a needs assessment for customers to assist in identifying the type of training they need, their end goals, how they would like to get there, their current resources, and the students' level of computer literacy that will be attending the training course(s). Assessments can aid in pinpointing training needs and assist in matching specific course content according to the customer's staff needs.

Training methodologies and available training sites include:

- Instructor-led individual and group training using existing sites and facilities
- Instructor-led group training using customer site and facilities
- ILT group training using "Traveling Van"





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- ILT group training using a Partner site

Other Training Considerations

Our overall approach to training services addresses several key considerations, listed below, which significantly contribute to the success of a program.

Student Materials

Student Handouts are provided based on the level of engagement and training requirements. The materials include: course manuals for both desktop and technical curriculums, quick refresher reference materials, and desktop supplies as needed. Since our training program uses the Microsoft and Lotus Curriculum, a courseware pack provided by these software vendors is provided to each student. These courseware packs are spiral-bound or in three-ring binders and include helpful reference material. In addition, technical course students are supplied with a supporting CD-ROM and end-user students are provided with a floppy disk.

Class Configurations

Class size is determined by customer requirements. In our experience, for maximum student focus, the size of lab-type classes should not exceed 15 students; the level of interaction and ability to transfer knowledge decreases with greater numbers of students. For lecture-style instruction, the class sizes can be increased to the limitations provided by the actual classroom.

For classes delivered at our sites, we have a one-to-one student/computer ratio. Our classrooms are filled with computers that exceed the requirements of the software vendors (typically Pentium II and III). Students sit two to a table. The instructor uses LCD or Large-Screen TV monitors as the course necessitates. The projectors shine on a white-and-write board for solid visual reinforcement of skill sets. Each classroom is individually climate controlled and walls are sound baffled so there is no “bleeding” of noise from one group to another.

All software matches the requirements of the course. As a Microsoft CTEC-Partner and a Lotus LAEC-Partner, Knowlogy must conform to strict guidelines for class set up and delivery. For classes at a customer site, the facilities will be assessed to ensure course delivery in an approved environment.

All our training facilities are wheelchair accessible. Students with hearing and visual impairments are selectively placed to suit their individual needs. Students with other impairments or disabilities are also accommodated appropriately.

Percentage of Lab Time Versus Lecture Time

Most courses will dedicate at least 50 percent of their time to hands-on reinforcement of skill sets learned in lectures. If the class is more practical, then the percentage of hands-on time increases while hands-on percentages of lecture-style class time may decrease.

Grading

Students are not graded for desktop skills. However, MOUS (Microsoft Office User Specialist) certification is available at a nominal fee of \$50.00 per exam. As for technical students, although not graded, these students may take CompTIA/MS certification exams at any of our facilities. For MS and CompTIA certifications (A+, Network +), we have been accredited by PIMA College, the country's largest network of community colleges providing grades and credits for transfer into other institutions. There is an administrative fee associated with these activities and students will be required to take a written examination of their skills.

Certificate of Completion

All students receive a certificate of completion at the end of the respective course.

Course Assistance

We will provide email/phone support during training and for two weeks following course completion. Assistance is based on a 24-hour turn around, during normal business hours.





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C.7.1 Basic

End-user Training in a Classroom Environment

Our service recognizes that not all students have the same skill base, the same training needs, or the same learning styles. For that reason, we can deliver a multi-dimensional classroom training solution. This approach allows each customer to select from flexible training options, matching their needs and budgets.

Depth and Breadth Model

Our Depth and Breadth Model training package for end-user training encompasses all levels of Microsoft and Lotus desktop applications. The customer can choose to train in any aspect of a software application or can choose selected levels of the offering. Table C.7-1 provides a listing of the available options contained in the Depth and Breadth Model offering. Only certified instructors will provide training.

We will only use instructors who are experts in the software packages they teach and have extensive experience using the software. These instructors know what works and can answer student questions at any level. They go beyond traditional rote delivery, presenting a dynamic and interactive learning experience, greatly improving student retention of program content.

Seat Management Services**Table C.7–1 Depth and Breadth Model****OPERATING SYSTEMS WINDOWS 2000:**

- 1560 Updating Support Skills from Microsoft Windows NT 4.0 to Microsoft Windows 2000
- 1561 Designing a Microsoft Windows 2000 Directory Services Infrastructure
- 1562 Designing a Microsoft Windows 2000 Networking Services Infrastructure
- 1579 Accelerated Microsoft Windows 2000 Training for Current MCSE's (1560 & 1561)
- 2010 Designing Microsoft Windows 2000 Migration Strategy
- 2150 Designing a Secure Microsoft Windows 2000-Based Network
- 2151 Microsoft Windows 2000 Network and Operating System Essentials
- 2152 Supporting Microsoft Windows 2000 Professional & Server Editions
- 2153 Supporting a Network Infrastructure Using Microsoft Windows 2000
- 2154 Implementing & Administering Microsoft Windows 2000 Directory Services

OPERATING SYSTEMS WINDOWS NT 4.0

- AP 100 A+ Certification
- NP 101 Network + Certification
- 578 Networking Essentials
- 688 Internetworking with TCP/IP Microsoft Windows NT 4.0
- 689 Supporting Microsoft Windows NT Server 4.0, Enterprise Technologies
- 803 Administering Microsoft Windows NT 4.0
- 922 Supporting Microsoft Windows NT 4.0, Core Technologies

MICROSOFT EXCHANGE

- 973 Microsoft Exchange Series 5.5 - Design and Implementation
- 1026 Administering Microsoft Exchange 5.5
- 1153 Collaborative Solutions Development in MS Exchange Server and MS Outlook 95
- 1313 Accelerated Design & Implementation (973) & Concepts and Administration (1026)
- 1346 cc:Mail to Exchange Migration
- 1618 Managing the Microsoft Exchange Extensible Storage Engine Database

MICROSOFT SQL SERVER

- 832 System Administration for SQL Server 7.0
- 833 Implementing a Database on SQL Server 7.0
- 1131 SQL Server 7.0 Upgrade & Migration
- 1502 Data Warehousing Using MS SQL 7.0

WEB CLASSES

- 836 Secure Web Access Using Proxy Server 2.0
- 956 Implementing Microsoft Internet Explorer 4.0
- 1009 Mastering Web Fundamentals
- 1017 Mastering Web Application Development using Microsoft Visual Interdev 6.0
- 1298 Visual Studio 6.0

MICROSOFT SMS

- 827 Administering Systems Management Server 2.0
- 828 Planning, Developing & Supporting a SMS 2.0 Site

MICROSOFT CERTIFIED TRAIN THE TRAINER

- KT3 Train the Trainer

MICROSOFT DEVELOPMENT SOFTWARE

- 1013 Mastering Visual Basic 6.0
- 1016 Mastering Enterprise Development Using Visual Basic 6.0
- 1017 Visual Interdev 6.0
- 1200 Mastering MS Access 97 Programming
- 1298 Visual Studio 6.0
- 1300 Mastering Microsoft Access 2000 Programming
- 1303 Mastering MS Visual Basic 6.0 Fundamentals
- 1379 Building Client/Server Applications with Access 2000
- 1539 Mastering Database Fundamentals using Microsoft Access 2000
- 1593 Building Collaborative Solutions using Microsoft Outlook 2000
- 1595 Accessing Data with MS Visual C++ 6.0
- 1904 Building Knowledge Management Solutions with Microsoft Office 2000
- PGMI Introduction to Programming
- VBI Introduction to Visual Basic

LOTUS

- Domino Messaging Administration 4.6
- Maintaining Domino Users
- Maintaining a Domino Infrastructure
- Implementing a Domino R5 Infrastructure
- Deploying Domino Applications
- Transitioning a Domino Infrastructure to R5

LOTUS NOTES/DOMINO APPLICATION DEVELOPMENT

- Notes Application Development 1
- Notes Applications Development 2
- Domino R5 Designer Fundamentals
- Domino Application Security & Workflow
- Domino R5 Application Architecture
- Using JavaScript in Domino Applications

LOTUS NOTES/DOMINO AND THE WEB



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Developing Interactive Web Applications
Domino Applications Administration

APPLICATIONS & DEVELOPMENT

INET iNet+ Certification Course
HTML1 Beginning HTML
HTML2 Intermediate HTML
HTML3 Advanced HTML
FP98A FrontPage 98, Introduction
FP98B FrontPage 98, Intermediate
FP98C FrontPage 98, Advanced
FP00A FrontPage 2000, Introduction
FP00C FrontPage 2000, Advanced
CF Cold Fusion
JSC JavaScript
JPA Introduction to Java Programming

GRAPHICS & OTHER COURSES

PSA Adobe PhotoShop Basics
PSB Adobe PhotoShop, Tips & Tricks
PSC Adobe PhotoShop, Web Products

SPECIALTY COURSES

Basic Printer Troubleshooting
Help Desk: Supporting the Customer
Help Desk: Supporting the Desktop
MCSE 2000 Hands-On Certification Test
Network/Internet Security Seminar
Remote Communications Seminar
Windows/Office 2000 Migration Strategies Seminar
Microsoft Office 2000, Tips & Tricks
Microsoft Word 2000, Tips & Tricks
Microsoft Excel 2000, Tips & Tricks
Microsoft Windows 98, Tips & Tricks
Tips & Tricks for Creating Effective Electronic
Presentations

MICROSOFT DATABASE MANAGEMENT

Access 97, Basic Concepts
Access 97, Complex Queries & Form Design
Access 97, Advanced Features and Design
Access 97, Application Development
Access 2000, Basic Concepts
Access 2000, Complex Queries & Form Design
Access 2000, Advanced Features and Design
Access 2000, Application Development





Seat Management Services

IT Technical Staff Training

Microsoft and Lotus have both given Knowlogy their highest ranking as Partner-level training providers, in the top three percent of technical education providers. Further, Microsoft has twice nominated Knowlogy as the MidAtlantic CTEC (Certified Technical Education Center) of the Year. And, Lotus has recognized this member of our Team as their leading training partner in Washington, DC.

Technical Staff Excellence

Our Team has the largest certified staff in the area, including staff with the following certifications: MCP (Microsoft Certified Professional), MCT (Microsoft Certified Trainer), MCSE (Microsoft Certified Systems Engineer), and MCSA (Microsoft Certified Systems Administrator).

Real-world experience includes job-site learning and course development. Our trainers have developed a new, customized curriculum for Microsoft MidAtlantic special projects and have trained over 350 MS partners in the DelMarVa, region.

Curriculum

Microsoft Official Curriculum and Lotus Authorized Curriculum will be used exclusively. It has been developed exclusively by Microsoft and Lotus engineers and education specialists. This courseware emphasizes the three supporting legs of adult learning: aural, visual, and kinesthetic (hands on) tasks. Student retention is the focus and goal.

Technology Based Training (TBT)

We can provide TBT for customers as required. ZDU, Knowlogy's premier web-based technical instruction partner, has over 300 titles on their site. Students may learn on their own using tutorials or attend an instructor-proctored class. The web-based solution has message boards and on-line white papers to reinforce skills learned while in the online virtual classroom.

Training can be provided to agencies from the web or on CD-ROM. The specific solution will be based on the existing technology in place at the customer site (based on ability to gain access to the Internet).

Customized Training Material for SMS Specific Applications

Our curriculum staff can provide customized courseware for any commercial off the shelf (COTS) or unique program.

Custom curriculum development can be as simple as adding and deleting sections of existing courseware—that is, creating half-day courseware from a full-day Ziff Davis curriculum. Courseware developers can add to that by consulting with our customer, adding elements to make a training that is unique to the client environment—for example, by adding screenshots specific to the client's use of the application. On the far side of the spectrum of course development, curriculum specialists can create a course book where none exists.

Typical one-day COTS classes can be customized and developed in one to two days based on interviews with the appropriate customer personnel. Technical curriculum, such as Microsoft and Lotus courses, can be customized in three to five days. Unique and "one-off" courses may take one to ten days to develop, as the required level of interviewing and developing is typically greater.

Provide Classroom Instructor for COV Training Facility

Thirty-five on-staff trainers are available for training end-user (desktop) and technical skill sets. Their skills enable us to commit training resources to nearly any application in use within the COV. As training professionals, they are able to quickly assimilate customer requirements and develop customer-unique applications and training materials (see: Customized Training Material) and deliver custom-based training to the customer's students.

Current partnerships and alliances within the COV allow us to provide quality and professional trainers throughout the Commonwealth. With over 100 contractors available, we can quickly and responsively deliver training for any group, at any time, anywhere.





Seat Management Services

User Orientation at Time of Installation

The installation technician provides the end-user information about the new equipment and software to ease the transition from the old configuration to the new. End-user orientation usually requires less than 15 minutes and is not intended to replace requisite training on the equipment or software operation.

However, after a brief walk-through regarding the new installation, a quick reference sheet/check list will be left with the end-user. The end-user orientation includes the following information:

- How to initialize and power-down the equipment
- How to execute application software
- Proper equipment care, (for example, battery care on notebook systems)
- Explanation of any switches and indicator lights on the equipment chassis
- Explanation of any specific system utilities needed to properly use the new equipment or software
- Other required steps for initiating system or application operation
- How to access the SMS or customer-staffed HelpDesk
- Explanation of acceptance testing procedures

Administrator Training and Train the Trainer

We recognized that a wide variety of skill sets are required for implementation of a server (or servers) rollout. We assume a functional level of understanding on the part of the receiving engineers, but we also understand the need to augment relevant skill sets.

Our Administrator Orientation and Train the Trainer will cover such course material as Windows 2000 Server Administration, Exchange Server Administration, SQL Server Administration and other topics as necessary. Courses include, but are not limited to MS 2152 Supporting Windows 2000 Professional/Server, MS 1026 Exchange 5.5 Administration and MS 832 System Administration for SQL 7.0 (as courses, and software, are upgraded, the offerings may change). At the discretion of the IT/IS staff, another course may be selected if the skill level is already in existence for the specific server being installed.

C.8 Support

We provide a range of integrated support services to both sustain and enhance SMS customer desktop and enterprise computing environments. Our primary support services provider, Logicon, currently provides similar services to a diverse customer base engaged in local, state, and commercial business activities including COV's Department of Corrections. Fellow-teammate TRESP provides seat management services to both Crestar Bank and the Bank of America in Virginia.

Our Team provides two levels of mandatory service for ACS-owned seats, and as an option for COV-owned seats:

- SL1: Service Level 1 – Maintenance of Hardware and Eligible Software
Response time: Customer notification within 1 hour of receipt of problem call
Repair/Replace: 24 clock hours following initial customer call.
- SL2: Service Level 2 – Maintenance of Hardware and Eligible Software
Response time: Customer notification within 1/2 hour of receipt of problem call
Repair/Replace: 4 clock hours following initial customer call.

Our SMS centralized incoming call center is the IntelliCenter, a single -point interface for all service requests, as well as a technical support center. The IntelliCenter is staffed 24 hours a day, 7 days a week, 365 days a year, and provides assistance on all information technology problems and software service requests. Providing responsive service to all SMS customers, the IntelliCenter serves as our SMS National Dispatch and HelpDesk.

The IntelliCenter is fully web enabled. SMS customers can use organization-specific web pages to submit service requests. Web-based service requests are handled and tracked in the same manner as phone requests. Our single-point-of-contact service request processing flow is shown in Figure C.8-1





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In its role as a full-service HelpDesk and as a provider of tier 2 and 3 support for MIS/IT personnel, we know from experience that the IntelliCenter will receive service requests for equipment outside the scope of the customer's order. Therefore, our processing procedure provides for handling calls on equipment serviced by customer staff or other vendors. When a request of this type is received, we forward the action to the responsible service agent as identified by the customer during order negotiations and implementation planning. The IntelliCenter will track the service action in Remedy until the responding service provider closes it. Thus, the requester can obtain ticket status through the Internet or a call to the IntelliCenter.

Within the IntelliCenter, our National Dispatch Team accepts all incoming service requests, logging the service request in our Remedy-based automated call logging system, and then channeling the service request to the appropriate agent for problem resolution. Field service personnel are equipped with laptop computers and alpha pagers that provide faster response and the ability to receive service call data directly from the automated tracking system.

We will use proven escalation procedures to rapidly escalate and resolve service problems. When we receive the initial call, we will verify and attempt to resolve the problem. If we are unsuccessful, as the first escalation we will dispatch a field engineer with modular spares.

The field engineer assigned to the service call will initiate further escalation if the problem can not be resolved through trouble shooting and component or unit replacement. If a field engineer recognizes the need for assistance at the outset of a service call, back-up assistance will be requested immediately.

At the second level of escalation, the field engineer will request the assistance of our regional support engineers. Technical experts will provide phone assistance to the on-site field engineer. If necessary, regional technical support engineers will travel to the customer location to provide on-site assistance.

Our national technical support team takes action at the third level of escalation. When required, we will directly involve the equipment or software manufacturer in resolving the problem.

C.8.1 Basic

Take-over of Remaining Warranty

Under this service option, our Team will assume maintenance responsibility for equipment under OEM warranty. The IntelliCenter will accept all calls for and dispatch vendor certified field technicians to accomplish necessary repairs. Our standard process for initiating, tracking, and escalating trouble calls will be followed. However, response time service levels for OEM warranties will apply to warranty-related service calls.

Hardware Break-Fix

Our break/fix support responsiveness and efficiency are derived from our customer support teams, backed by the IntelliCenter, field service teams, and other elements of our service delivery infrastructure. Initial calls will be fielded by the IntelliCenter, which will oversee the dispatch repair technicians.

We will provide on-site or local service staff at SMS support sites in need of a closely located support team. In the planning phase of each project we will work with customers to determine the overall service approach, based on site specifics. The decision to provide dedicated resources will be based on: required service levels; number and mix of seats and ordered services; need to supply time and materials and staff augmentation support; and location of the nearest field office.

Software Bug Fix

Our bug fix support is built on our expertise in field-level support, sophisticated operating systems, and drivers. Software bug fix support is initiated by a call to the IntelliCenter, in the same way any other service action is initiated. Our field support personnel are supplied with current versions of the master image files for each seat type supported. These master images will contain the latest approved versions of all operating system, driver and Microsoft application software. Field Engineers will use these master images to update desktop or server resident





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software to fix the identified bug. We understand that many bug fixes are initiated in the form of OEM supplied patches.

HelpDesk, Server Administrator, and IT/MIS Support

The IntelliCenter is the single point of contact for Server Administrator and IT/MIS support calls, initiating the appropriate field service response to assist in solving any problem quickly. Within this service area we provide support to our customer's IT staff, including server administrators. Support includes providing access to or dispatching a technical specialist capable of rapidly responding to and resolving tier 2 and above service calls. Normally, we will troubleshoot and resolve problems remotely. Access methods and tools defined during the negotiation of the order will be used.

Other Service Professionals for Staff Augmentation

Our staff augmentation pool gives SMS customers one-stop shopping for quality professional staff COV-wide, while positively contributing to the "Virginia Workforce Strategy", job training, and other economic development initiatives.. Our approach is to employ our teammates and specialized recruiting agents and tools to rapidly respond to SMS customer needs for both short- and long-term staffing anywhere in the COV.

C.8.2 Value-added

HelpDesk

Under this additional service offering, HelpDesk support is extended to end-users. ACS will provide a full-service HelpDesk (tier 1—tier 3) including problems resolution and tracking services for:

- SMS ordered seats, equipment, and software
- Customer-owned and maintained equipment (ticket initiation and tracking)
- Customer-owned equipment maintained by other vendors (ticket initiation and tracking)

Service includes: generation of trouble tickets, providing system status and alerts to customer and service providers, and submitting unresolved problems to customer-identified service providers. Under this service option we will provide 5x12 or 7x24 coverage.

LAN/WAN Services

Under this service offering, ACS will provide all services (end-user site and infrastructure) for network (LAN) access of the prescribed service level. LAN services meet or exceed performance requirements specified below. Services include:

- Connection of a properly configured seat to the LAN
- Verification of operation
- Installation and verification of communications-oriented system software (if not provided in desktop acquisition)
- LAN administration and control including any and all repairs and maintenance of servers required to deliver LAN operations, WAN services, remote LAN services, network services (such as, DNS and WINS), IP address management, LAN security; and administration of all cable plant infrastructure and cable terminal equipment.

Service level offerings include:

Service Levels	Typical Service Characteristics
Remote	Provides remote LAN access using a standard modem.
Regular LAN	Provides LAN access at rates less than or equal to 20 Mbps.





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User Data Backup and Restoration of Existing Data

Under this service offering, ACS will provide backup and restore services for information stored on local file servers. This offering includes the capability to restore files and directories within 4 work hours (of request) for files and directories changed more than 1 day before and no older than 30 days. This service is available only to servers for which we have server management responsibility.

Service level offerings include:

Service Levels	Typical Service Characteristics
Basic	Requires backups of user data to be performed weekly.
Regular	Requires backups of user data to be performed daily.
Enhanced	Requires backups of entire server memory to be performed daily.

Business Continuity and Disaster Recovery

Under this service offering, we will provide Business Continuity Planning and Disaster Recovery. Disaster Recovery is significantly different than normal, on-going data backups performed on data files and servers. Disaster Recovery can safeguard critical data in remote locations and alternative-site remote processing during recovery. Specific support to be provided will be agreed upon during order negotiations; this service can provide the following support:

- Safeguards for data
- Minimum time to recover data
- Alternate site processing consideration
- Comprehensive risk assessment
- Identification of potential vulnerabilities and threats
- Recommendations for risk mitigation
- Analysis of facility recovery alternatives
- Formulation of recommended recovery strategy, based on optimum cost/benefit
- Development of measurement criteria, evaluate test results
- Maintenance of the Disaster Recovery Plan
- Revisions to Disaster Recovery Plan, as required

Legacy Mainframe, Hardware and Software Support

Under this additional service offering, customers in need of a broad scope of IT services for their mainframe platforms can take advantage of our Team's mainframe systems support capabilities.

Mainframe support will directly respond to each order. The enhanced level of service encompassed in mainframe support can include:

- Software Engineering
- Software Development
- Software Migration
- Data Administration
- Test and Evaluation
- Configuration Management
- System Documentation
- Performance Monitoring
- Maintenance
- Data Center Management and Operation
- Administration/Account Management
- Security Management
- HelpDesk Support





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Midrange Systems Support

Under this additional service offering, customers in need of more than traditional hardware maintenance services for UNIX platforms, midrange systems, and high-end PC products can take advantage of our midrange systems support offerings. For example, Logicon is a leader in supporting midrange computing environments, offering comprehensive services that include on-site and remote hardware support, systems administration services, HelpDesk assistance, and ancillary services such as equipment installations and MACs. Under this offering, we will provide service for:

- Sun, HP, DEC Alpha and IBM RS/6000 UNIX server platforms
- DEC VAX Midrange systems
- High-end servers
- Third-party products

Midrange Systems Support services will be tailored to customer requirements. The enhanced level of service encompassed in midrange support programs can include: systems documentation/audit, configuration analysis; sparing plan development; providing a focal point for account management; development of service performance reports; and, access to HelpDesk assistance for remote system and end-user problem resolution. Our field engineers and HelpDesk specialists have the technical expertise to solve complex hardware and software problems.

Application and Specialty Software Support

ACS alone supports over 200 application suites and specialty software titles for our various Outsourcing Desktop Initiative customers. Table C.8-1 identifies some of the software titles for which we can provide support. The software applications are tools used across the enterprise and include nearly all business functions of an enterprise.

Application and specialty software maintenance support is initiated by a call to the IntelliCenter, in the same way any other service action is initiated.





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**Table C.8–1. ACS' Comprehensive List of Application Suites & Specialty
Software Titles Under Support/ by S/W Type**

Miscellaneous

PeachTree	ACCTG
Sun Coast MCSE CBT Course	TRNG

Back-up Server

Arcserve 6.0	B/US
Arcserve for NT V6.5	B/US
Arcserve for Oracle	B/US
Arcserve IT for Exchange Server	B/US
Arcserve IT Workgroup	B/US
Arcserve IT V6.6 B/U for Exchange	B/US
Arcserve IT V6.6 Pro Pac for NT	B/US
Arcserve IT V6.6 Single Server for NT	B/US
Arcserve IT V6.6 Tape Library for NT	B/US
Cheyenne B/U Agent 1.0 for GroupWise	B/US
Cheyenne B/U Agent 2.0 for Oracle	B/US

Communications

AsanteFast 10/100	COMM
CommSuite	COMM
Laplink	COMM

Data Base

FoxPro	DB
Oracle Server 7	DB
Paradox	DB
SQL Client Access License	DB
Tally System's Net Census	DB
Unicenter TNG	DB

Development

C++ Compiler	DEV
Connectivity Tools	DEV
Hard Disk Tool Kit	DEV
Java Beat	DEV
Java JDK	DEV

Desktop Processing - Graphics

After Effects	DTP GR
Aldus Freehand	DTP GR
Aldus Superpaint	DTP GR
Art Explosion	DTP GR
Cadmover	DTP GR
Canvas	DTP GR
Claris Draw	DTP GR
Claris Impact	DTP GR
Claris Works	DTP GR
ClipMate	DTP GR
Corel Draw V8.0	DTP GR
Corel Word Perfect V6.1	DTP GR





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Director	DTP GR
Drafix CAD	DTP GR
Draw Tools	DTP GR
Federal Clip Art	DTP GR
Freehand	DTP GR
Gallery 2	DTP GR
Goodshoot Vol 21 for PC	DTP GR
Goodshoot Vol 29 for PC	DTP GR
Illustrator	DTP GR
John Foxx Vol 4,6 and 17 for PC	DTP GR
Kudo Internet multimedia Suite	DTP GR
Lview Pro	DTP GR
Masterclips 303,000	DTP GR
Painter	DTP GR
PaintShop Pro	DTP GR
PenTools	DTP GR
Photo Essentials	DTP GR
Photo Montage	DTP GR
PhotoDeluxe	DTP GR
PhotoEnhancer Plus	DTP GR
Photoshop	DTP GR
Photoshop LE	DTP GR
PowerCAD	DTP GR
QuarkXpress V4.0	DTP GR
Studio Pro	DTP GR
Textureshop	DTP GR
Type Manager	DTP GR
Videoshop	DTP GR
Visio Enterprise V5.0	DTP GR
Visio Prof	DTP GR
Visio Standard 2000	DTP GR
Vision 3D	DTP GR
Canvas (20 user concurrent lic.)	DTP GR
Illustrator (34 user volume lic)	DTP GR
Photoshop (49 user volume lic)	DTP GR
Webrazor for Photoshop	DTP GR

Macintosh

IxTV Mac	MAC
KUDO Image Browser for MAC	MAC
Mac Tools Pro 4.0	MAC
Mac XMAC	
MacDraw	MAC
MacHTTP	MAC
MacLink Plus	MAC
MacMedic	MAC
MacPac (Palms)	MAC
MacPaint	MAC
MacTools Pro	MAC
MacWrite	MAC
Persuasion	MAC
Smartdraw	MAC

Macintosh – Data Base

FileMaker Pro	MAC DB
Filemaker Pro (75 concurrent user lic)	MAC DB
Macintosh – Development	





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Applescript Dev Toolkit

MAC DEV

Microsoft

Office 2000 Professional	MS
Office 95	MS
Office 97	MS
Office 97 Professional	MS
Press Inside Dynamic	MS
Visula Basic Pro V5.0	MS
Back Office	MS
Bookshelf	MS
Internet Explorer	MS
MS Works	MS
Outlook 98	MS
Project 98	MS
Front Page Upgrade	MS
Project V4.1	MS
ProComm Plus (65 user volume lic)	MS

Microsoft - Data Base

Access	MS DB
Access (50 user concurrent lic.)	MS DB
Address Book (500 user volume lic.)	MS DB
Microsoft – Development	

Access Development Tool MS DEV

Microsoft - Web Services	
FrontPage	MS WS
FrontPage Upgrade	MS WS

Operating System

Ace Server V3.X Securecare	OS
Citrix	OS
Citrix Load Sharing	OS
Citrix Single Server Upgrade	OS
Citrix Winframe Upgrade to Metaframe	OS
Intranetware 4.11	OS
Linux Red Hat OS 5.2	OS
Netware User License	OS
Novell Netware 4.11	OS
NT Server V4.0	OS
OS/2 Warp 4.0	OS
Security Dynamics Ace Server	OS
Server Borderware 4.0	OS
Windows NT Server Resource Kit	OS
Windows NT workstation	OS
Windows 95	OS
Winframe UPG to NT 4.0 Server	OS
Quattro Pro	OS
Suites	
SmartSuite 97	STE

Utilities

AllClear	UTL
American Heritage Talking Dict	UTL



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Approve IT	UTL
APS PowerTools	UTL
BBEdit	UTL
Check It Diagnostics Professional	UTL
Compaq Smart Start	UTL
Conversion Plus	UTL
CSRS & FERS Benefits Calculator & Retirement Planner	UTL
Cute FTP	UTL
File Utilities	UTL
FirstAid	UTL
GhostView	UTL
Ghost 5.0	UTL
Inoculateit V4.5 for Netware	UTL
Inoculateit V4.5 for NT	UTL
Intellisync	UTL
Intellisync CE	UTL
Kai's Power Tools	UTL
LabelWriter II	UTL
Mathematica	UTL
Mavis Beacon Teaches Typing	UTL
Microphone Pro	UTL
Netshield	UTL
Omnipage Pro	UTL
On-Time	UTL
Palm Desktop	UTL
PaperPort	UTL
PKZIP UTL	
PostalSoft DeskTop Mailer	UTL
Quicktime VR Authoring Studio	UTL
RegScan	UTL
RTF to HTML	UTL
Sam & Stuffit Delux	UTL
ScanDisk	UTL
SMTP cc:Mail Link	UTL
Symantec DB Anywhere	UTL
Symantec Norton Antivirus Desktop	UTL
Symantec Norton Antivirus Exchange	UTL
Symantec Norton Antivirus V4.0	UTL
Symantec PVP Norton Admin Suite	UTL
Symantec PVUIP Norton Admin Suite	UTL
Symantec Norton Utilities 3.5	UTL
Symantec Visual Café	UTL
Typing Tutor	UTL
WinFax Pro	UTL
WinZip	UTL
WSFTP Pro V5 3.5	UTL
Zip Plus	UTL
Acrobat Suite (64 user volume lic.)	UTL
Ghost (270 user volume lic.)	UTL
Stuffit Deluxe (700 user volume lic)	UTL
Win Fax Pro	UTL
WinZip (1000 user volume lic)	UTL

Web Services

Dreamweaver 2.0	WS
Elron Internet Manager	WS
Equilibrium Debabelizer	WS





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Equilibrium Debabelizer Pro 4.5	WS
Handweb	WS
Netscape Fasttrack	WS
Web Burst	WS
Web Load	WS
WebMap	WS
WebSite	WS
WebStar	WS
WebWhacker	WS



Seat Management Services

C.9 Management

Management services are delivered as an integrated part of our service delivery framework and its supporting infrastructure. The framework provides the processes and an integrated management tool set that our customer support teams will use to deliver all management services. For example, technology refreshment involves planning, acquisition, and installation, and impacts our asset, inventory, and configuration management databases.

C.9.1 Basic

Inventory Management

Our integrated tools support inventory management processes that provide our support team and customers with access to current, accurate inventory data.

AssetInsight™ from Tangram Enterprise Solutions is our discovery, collection and reporting tool, reputedly one of the best in the industry. A major feature of our management approach is using the AssetInsight™ database and supporting processes to obtain initial inventory information and keep that information complete and updated to support critical SMS functions including: hardware and software maintenance, a responsive HelpDesk, customized reporting, software tracking, and inventory maintenance.

Proper planning is critical to the success of an inventory effort. We work with customer personnel to: 1) develop an overall process plan for the inventory; 2) plan the communications to end-users, and 3) schedule the inventory process.

During the “participating seat inventory” we will collect and begin to maintain the required information, [including equipment control number (ECN) model numbers, serial numbers, and basic configuration information as shown in our sample monthly inventory report] for each system and its related peripherals, along with the appropriate site and user information.

Our solution for seat tracking and inventory management will facilitate warranty tracking and software license management, as all installations, additions to the inventory, MACs (Move, Add, and Changes), and upgrades are recorded in the system.

Use of AssetInsight™ for software license management allows tracking and reporting on software utilization across all desktops. Each customer support team routinely compares utilization against purchased license levels and provide the results to customer personnel. AssetInsight™ reports are customized to support each customer’s license management needs and processes.

We provide a searchable inventory report, in database format on a CD-ROM disc to the DIT Contracts Manager. The report describes each desktop, portable and server computer configuration managed by us. Information can be reported by agency, brand name, SMS configuration installed by the manufacturer, model and serial numbers, by employee to whom the computer is assigned, in addition to all software we install on each computer. A unique equipment control number (ECN) will physically identify each computer. Reports will be issued/updated at least once a month. All inventory records will indicate which items are customer owned.

Should the COV desire, during the project planning phase we will work with IT staff to establish numbering methodology for a bar code system, and design of a “support sticker” that can be attached to each unit during the process. Should the COV decide to implement a bar coding capability, the cost for scanning tools and other bar coding equipment can be negotiated with us.

Moves, Adds, and Changes

Members of the customer service team provide move, add, and change (MAC) services at each customer facility. MAC service includes movement of, addition to, or change to the delivered seat, as well as upgrades to components that add a function and/or enable the seat to better support user needs.





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Moves of equipment consist of the following tasks:

<ul style="list-style-type: none"> • Validate with project coordinator the seat is ready for move 	<ul style="list-style-type: none"> • Disconnect PC-related components and transport to new location
<ul style="list-style-type: none"> • Unpack and connect all PC-related components 	<ul style="list-style-type: none"> • Test
<ul style="list-style-type: none"> • Obtain end-user acknowledgment for completion of task 	<ul style="list-style-type: none"> • Leave customer satisfaction survey card, and
<ul style="list-style-type: none"> • Update asset inventory records 	

Adds are defined as the installation of external devices (monitor, printer, scanner, CD-ROM, or modem) or internal devices (memory, SCSI cards, processor upgrades, internal CD-ROM, video cards). This service consists of the following tasks:

<ul style="list-style-type: none"> • Validate with project coordinator that seat is ready and equipment is at the desk side 	<ul style="list-style-type: none"> • Unpack equipment
<ul style="list-style-type: none"> • Connect all components 	<ul style="list-style-type: none"> • Load appropriate device drivers
<ul style="list-style-type: none"> • Test for operability 	<ul style="list-style-type: none"> • Update asset inventory record
<ul style="list-style-type: none"> • Remove packing materials from user desk site to a predetermined customer designated area 	<ul style="list-style-type: none"> • Conduct end-user orientation, if appropriate
<ul style="list-style-type: none"> • Explain acceptance test procedures, and 	<ul style="list-style-type: none"> • Obtain end-user acknowledgment for completion of task
<ul style="list-style-type: none"> • Leave customer satisfaction survey card 	

Changes are defined as modification to existing desktop configuration, or the addition of software. Changes consist of the following tasks:

<ul style="list-style-type: none"> • Add any individual software application to a standard configuration, or make changes to a current configuration, or install an image of standard configuration 	<ul style="list-style-type: none"> • Connect all components
<ul style="list-style-type: none"> • Load appropriate drivers, as required 	<ul style="list-style-type: none"> • Test for operability
<ul style="list-style-type: none"> • Update asset inventory record 	<ul style="list-style-type: none"> • Conduct end-user orientation, if appropriate
<ul style="list-style-type: none"> • Obtain end-user acknowledgment of completion of task 	<ul style="list-style-type: none"> • Leave customer satisfaction survey card

Upon completion of a MAC, the technician will provide the end-user, if available, information about the changes or additions made to their seat. This orientation will usually require less than 15 minutes and is not intended to replace requisite training on any new hardware or software installed on the seat.

A MAC will be completed within 5 days of agency request. One (1) MAC, per-seat or per-server, per year is included in the basic pricing for all configurations.

Key assumptions include:

Customer and/or equipment will be available.

Each activity will require just one trip to the user's desk side.

Work done on each individual piece of equipment or component will be considered a separate service activity with the exception of an install of a workstation. A workstation install will consist of one PC, monitor, keyboard, and one peripheral/printer.

To achieve required service levels, nothing will impede the technician from delivering this service as scheduled (for example: facility access, site ready, equipment available).

Additional MACs beyond the one per seat/server per year for use across a customer's organization will be provided on a per-MAC basis as specified in our pricing schedule.





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Technology Refreshment

Periodic technology refreshment provides refreshed seats at 1-, 2-, or 3-year periods, in accordance with ordering document requirements. ACS-owned seats will be delivered and installed in accordance with the project's implementation plan. Upon installation of each new seat the contractually specified refresh period for that seat begins to count down and at the end of 365 days, or other specified refresh period, the seat is refreshed.

Desktop technology refresh activities supporting each customer deliver systems in compliance with SMS standards. Refreshed seats include the latest Operating System release for the seat type, all current drivers and patches, and an image of the latest "gold disk" supplied by the customer. Application software upgrades between refreshment points will be provided under the MACs portion of the order.

The actual delivery and installation of a refreshment seat are handled by our customer support team as an installation. Field service personnel with site-specific knowledge deliver and install the replacement seat, de-install and remove the replaced PC. Schedules are coordinated with facility managers and end-users to minimize disruptions.

Server Management

Our Team brings mature and broad-based server administration and management capabilities to support diverse SMS customer requirements. Our approach to system administration expands on the traditional role, to include administration of servers with a focus on ensuring data integrity through robust backup procedures supporting disaster recovery capabilities, security compliance, proactive monitoring, and performance analysis. We use methods that have repeatedly proven effective with long-term customers. We currently support a wide number of PC-server operating systems including Windows NT 4, and Novell Netware 4 and 5.

System and data backup are critical to successful server management. Disaster recovery procedures are developed and thoroughly tested in line with the criticality of the system administered. Proven cyclical methodologies are employed, combining full and incremental backups tailored to the criticality of the data backed up.

Whenever practical, centralized monitoring is incorporated into our process, to ensure cost-effective and proactive system management.

We maintain a software license inventory and assist customers in license management using a variety of proven tools. These tools include Microsoft System Management Server (SMS) and NetOctopus (for both software push and inventory management), AssetInsight™ for software inventory management, and AppMeter and License Broker for software metering.

C.10 Disposal

Disposal of surplus assets will be carried out in accordance with guidance established as part of each organization's life-cycle support plan. The disposal strategy will be developed during the initial planning phase of each order. For COV-owned assets, the disposal plan will reflect organizational priorities as defined by the customer's Surplus Property Officer or other appropriate official. In support of the COV's initiatives to narrow the "Digital Divide", we commit to donating a minimum of 20 percent of refreshed ACS-owned PCs to organizations operating within the COV disadvantaged areas. We will work with DIT to identify and prioritize potential candidates for surplus PCs.

C.10.1 Basic

Disposal of Displaced ACS Assets

ACS-owned assets are surplus primarily as a result of refreshment actions, but may result from MACs, when a seat is upgraded. As part of the installation/replacement process, our field service team disconnects and removes existing equipment. Removal normally take place at the time the replacement seat is installed,





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in all cases it takes place within 15 days of the installation. The disposal process includes the removal of applications and user information on hard drives to preclude security or software licensing problems. Asset inventory records will be updated as part of the close out of the disposal action.

We work with DIT personnel to identify appropriate agencies, organizations, and/or local schools for receipt of at least 20 percent of our surplus PCs. We coordinate with an identified point of contact within each organization, to coordinate a time and place for delivery. All PCs are delivered in working order. Deliveries will include appropriate documentation to transfer ownership of the asset to the receiving organization.

Disposal of Commonwealth of Virginia Surplus Assets

During the planning phase, project inventory records are examined to identify COV assets that will be excessed; each seat ordered by an organization may or may not result in a disposal action. A disposal/reuse plan, closely correlated to the installation plan will be developed. We consult with the organization's Surplus Property Officer or designated authority to determine guidelines for property disposal within the organization. In accordance with the *Agency Procurement and Surplus Property Manual*, assets may be reutilized within the organization or they may be delivered to one of the Commonwealth's two distribution centers.

If assets are to be reutilized (cascaded) within an organization, we reinstall them as a MAC service. Otherwise, we will deliver them to a designated local holding area within the facility. Our field service team will carry out deinstallation and reinstallation work at the time of replacement or within 15 days. At the completion of scheduled work, asset management records are updated.

If an asset is not scheduled for reuse within the organization, its hard drive are purged of all software and data with the exception of the operating system to avoid potential security or software licensing problems. It will then be delivered to a Surplus Distribution Center as identified in the Procurement and Surplus Property Manual. Our disposal team ensures that a Surplus Property Tag (DGS-44-014) is filled out for each delivered item.

De-installation of Equipment

Equipment will normally be de-installed and removed at the time of installation or refresh in accordance with our installation/refresh schedule. When de-installation can not take place at the time of installation, it will be scheduled for completion within 15 days. Upon completion or termination of an order, we will also schedule and complete all de-installations within 15 days of the end of the period of performance.

C.11 Integrated Solution Services

This offering, built on their extensive experience, will provide professional assistance and resources to ensure COV organizations are getting the most out of network technology. Our NOC houses data collection and analysis tools that will be used to monitor networks to acquire the performance and utilization data necessary to support our engineering activities.

Our network and infrastructure engineering capability includes assessment, design, development, and implementation support from the desktop to the enterprise. Available services include:

- Planning and Analysis
- Design Building and Testing
- Implementation of Operations

Components of each of these services are identified in the following sections.





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C.11.1 Planning and Analysis

Our planning and analysis services include the following components:

Enterprise network assessments	Modeling and capacity planning
Internet and intranet design	Troubleshooting and technical support
Secure communications architectures	Wiring and cable plant design
Business and organizational configuration, capacity, and security	Technology forecast reports
Network use	Needs analysis
Cost-benefit and return on investment analysis	Site Surveys
User populations	

C.11.2 Designing, Building, and Testing

Our design, build, and test services include the following components:

Capacity planning	Network architecture pilots
Client/server migration	Evaluations and recommendations on technologies
Data Capture and analysis	Systems management design
IP address, domain name server (DNS), and dynamic host control protocol (DHCP) architecture	Replacement technologies
Hardware Architecture	Reporting systems
Physical LAN and WAN architecture	Remote access architectures
Wireless LAN	Standards compliance
Routing and switching architecture	Legacy system migration
Video conferencing	Implementation plans
Migration Plans	

C.11.3 Implementation of Operations

Our implementation of operations services include the following components:

Wireless LAN deployment	Legacy networks integration
WAN, LAN deployment	Synchronization of data
Manage and Deploy e-mail messaging systems	Upgrades and deployment of routers, hubs, and switches
New routing protocols	

C.12 Labor Category Descriptions

ACS and its team members can provide a full range of personnel to satisfy any need from the desktop through the enterprise. We provide personnel for:

- Staff Augmentation and Incidental Time and Materials
- Integrated Solution Services

The following labor category descriptions are applicable for either of these services:





Seat Management Services

Job Title: Section Manager

Minimum/General Experience:

Minimum of 5 years of directly related professional experience, including 2 years of management and/or supervisory experience

Functional Responsibility:

Provides direction to and is responsible for the performance of a group of employees functioning as an integral part of a larger project organization

- Responsible for directing the work of staff, i.e., programmers, scientists, engineers, or other professional and support personnel performing one to several related tasks
- Responsible for ensuring the timeliness and accuracy of assigned task results
- Responsible for identifying and reporting potential problems; helps develop solutions
- Responsible for recommending staffing requirements and the interview of job applicants
- Responsible for training new employees assigned to the section
- May be responsible for recommending personnel actions
- Communicates with customers to discuss task status and resolve problems
- Usually reports to Department Manager or above

Minimum Education:

BS/BA degree, preferably in area of supervisory responsibility or related disciplines

Job Title: MTS Supervisor

Minimum/General Experience:

Ten (10) years of increasingly responsible professional experience managing and performing complex telecommunications engineering activities with five (5) years specialized experience in the supervision of major, complex software engineering projects, and personnel. Possesses advanced knowledge of applicable standards and well developed leadership experience. Possesses knowledge of Internet protocols, router, network management and customer support, network transmission and switching systems, bandwidth, network modeling, regulatory requirements and commercial service alternatives.

Functional Responsibility:

Manages and provides direction to telecommunications operations work groups. Performs engineering assignments in support of telecommunications engineering efforts in one or more of the following disciplines: satellite communications, transmission systems, fiber optic communications, switched networks, network management, or control systems. Supports standardization, development, and maintenance of communications protocol. Possesses and applies an advanced knowledge of current telecommunications systems and operations. Plans, conducts, and directs research and/or development work on complex projects necessitating the origination and application of new and unique approaches. May represent the organization in outside discussions and technical forums. Generally works with considerable latitude of action or decisions. Provides technical leadership and mentorship to other engineers.

Minimum Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.





Seat Management Services

Job Title: Help Desk Specialist**Minimum/General Experience:**

Requires understanding of technical aspects of telecommunications equipment and systems and vendor capabilities. 3-4 years prior Help Desk experience in a telecommunications environment.

Functional Responsibility:

Under general direction, responds to user complaints to research complex problems associated with the organization's telecommunications networks (voice and/or data). Diagnoses problem source through discussions with users; coordinates with internal company support and operations groups and/or with vendors to resolve problems. Follows up with users to ensure problem has been resolved; develops supporting documentation of all activities. May provide guidance/training for less experienced Help Desk personnel.

Minimum Education:

High school graduate with technical training in commercial hardware/software, products.

Job Title: Senior Help Desk Specialist**Minimum/General Experience:**

Demonstrated ability to communicate orally and in writing. Demonstrated ability to work independently or under only general direction.

Functional Responsibility:

Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.

Minimum Education:

BA or BS degree in any field. Seven years experience, of which at least five years must be specialized.

Job Title: Engineer**Minimum/General Experience:**

Minimum of 2 years of directly related technical, professional experience

Functional Responsibility:

Performs engineering tasks involving design, analysis, development, and operation of equipment, apparatus or system

- Works with limited guidance/supervision
- Responsible for resolving problems within the general area of work and scope of normal procedures
- Develops proficiency in the detailed phases of assignments and is familiar with technical problems encountered
- Performs assigned projects at a professional level and in step with existing engineering technology

Minimum Education:

BS in an Engineering discipline or equivalent technical knowledge, education, and experience.





Seat Management Services

Job Title: Principal Engineer**Minimum/General Experience:**

Minimum of 8 years of directly related technical, professional experience where creative problem solving has been demonstrated; 2 years of supervisory experience desirable

Functional Responsibility:

Leads engineering tasks involving the design, development, and modification of a particular technical specialty

- May function in a task leader capacity providing technical guidance and supervision to other exempt/non-exempt personnel
- Furnishes man-hours and milestone schedules on assigned and proposed tasks and is aware of the economics of the business giving particular effort to controlling unit costs within allocations and reducing costs wherever feasible
- Participates in engineering conferences and seminars as required, and keeps informed of technical progress in field of specialty including the developments of competitors
- May be responsible for interviewing prospective employees and recommending personnel action to management staff

Minimum Education:

BS degree in an Engineering discipline or equivalent technical knowledge, education, and experience.

Job Title: Principal Systems Engineer**Minimum/General Experience:**

Minimum of 8 years of professional experience in science or engineering data processing and related areas where capability for creative problem solving has been demonstrated, including 3 years of supervisory and data management experience

Functional Responsibility:

Leads in the analysis, design, development, and/or modification of complex computer systems or subsystems.

- Usually functions in a task leader or subsystem-leader capacity, providing technical guidance and supervision to other exempt/non-exempt personnel
- Responsible for investigating the feasibility of the basic design on proposed new tasks/projects
- Responsible for system architecture, tradeoff, performance, and availability studies
- Responsible for technical direction and completion of all design details
- Responsible for system level testing and analysis
- Applies creativity in achieving near-optimum system design and function
- Responsible for assisting in the preparation of proposals and cost estimates
- May be responsible for interviewing prospective employees and recommending personnel action to management staff

Minimum Education:

MS/MA in Computer Science, a related discipline, or equivalent education, knowledge and experience with emphasis on operating systems, hardware, or system software.





Seat Management Services

Job Title: Software Engineer**Minimum/General Experience:**

Minimum of 2 years of directly related professional experience

Functional Responsibility:

Provides functional analysis related to the design, development and implementation of software operating systems and associated program products

- Works under direct guidance/supervision of senior level software systems personnel
- Uses own judgment and initiative in resolving technically complex software problems
- Responsible for assuring that all procedures, enhancements, and test results in area of responsibility are documented
- May be asked to furnish time estimates to complete proposed projects and designs
- Uses accepted industry standards and practices regarding development of commercial software operating systems and program products

Minimum Education:

BA/BS in Computer Science, a related discipline, or equivalent knowledge and experience in system-level tasks with emphasis on software operating systems and low level language programming.

Job Title: Principal Software Engineer**Minimum/General Experience:**

Minimum of 8 years of directly related professional experience where capability for creative problem solving has been demonstrated; 2 years of supervisory experience desirable

Functional Responsibility:

Takes the lead in the design, development and implementation of software operating systems and associated program products

- Usually responsible for functioning in a task leader capacity providing technical guidance and supervision to other software systems personnel
- Responsible for investigating the feasibility of the basic design on proposed new tasks/projects
- Responsible for system architecture, tradeoff, performance, and availability studies
- Responsible for total software system level testing and analysis
- Applies creativity in achieving near-optimum software system design and function
- Responsible for assisting in the preparation of proposals and cost estimates
- Responsible for interviewing prospective employees and recommending personnel action management staff

Minimum Education:

BA/BS in Computer Science, a related discipline, or equivalent knowledge, education and experience at the systems level with emphasis on software operating systems and low level language programming.





Seat Management Services

Job Title: Software Design Engineer IV

Minimum/General Experience:

Five (5) years specialized systems development experience. Requires a comprehensive and in-depth knowledge of the principles, concepts and theories of software development techniques and systems designs as well as the ability to recognize, analyze and determine alternatives and take action to correct problem areas. Ensures all design decisions are evaluated analytically and in a systematic manner in accordance with approved technical approaches. Development Experience with the some or all of following languages 3-5 Years: C, C++ Visual Basic HTML Java & JScript COM, DCOM and CORBA , COBOL, ORACLE, SAP, PeopleSoft Application Designs

Functional Responsibility:

Performs complex analysis in the design and implementation of software applications for computer-based systems. Exercises independent judgement in developing methods, techniques, and evaluation criteria for obtaining results. Recommends solutions to problems related to software design. May provide work leadership in assigning work and resolving problems. Determines system specifications, input/output processes and working parameters to meet business requirements and hardware/software compatibility. Directs the translations of functions to be automated. Coordinates design of subsystems and integration of total system. Works independently to plan and design projects. Able to identify and manage issues across subsystems. Works in an area where cause and effect are not easily established, little or no precedent exists, and the use of creative and imaginative thinking is required. Recognized as a technical expert by peers and management. Contributes to and directs the preparation and presentation of results to clients and the professional community. May oversee design changes and/or enhancements to systems. May manage large projects including establishing, monitoring, and controlling task schedules and budgets. Directs the efforts of a number of technical and support staff and is responsible for training and developing less experienced staff. Contributes to and directs the preparation and presentation of technical trade-off and/or results to clients.

Minimum Education:

Bachelor's degree in business, information technology, or related field.

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.



Seat Management Services**Job Title: Software Design Engineer II**Minimum/General Experience:

Two (2) years specialized software design experience. Possesses IT application assessment and design, engineering analysis and planning, and testing skills. Possesses high-level understanding of one or more of the following: documentation development, COTS software integration, configuration management processes, Windows NT or UNIX operating systems, Web-based database design, Intranet development, or www browser-based application design. In addition, basic math skills as well as ability to apply analytical skills to support process improvement, studies and analysis projects.

Functional Responsibility:

Under general supervision, assists with tasks requiring knowledge of basic software applications and design functions. Performs software analysis/design, and test software specific to the area of business. Assists in managing the identification, analysis, tracking, disposition, resolution, certification, status of problems found in released software. Supports activities with the customer and provides input to project management and customer requests. Is responsible for meeting goals within time constraints. Provides guidance to less experienced staff. Exercises judgment within defined procedures and practices to determine appropriate action. Recommends solutions to problems related to software design. Normally receives general instruction on routine work, detailed instructions on new assignments. Contributes to the preparation and presentation of results to clients and the professional community. Ensures design decisions are evaluated analytically and in a systematic manner in accordance with approved technical approaches.

Minimum Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.

Job Title: Telecommunications EngineerMinimum/General Experience:

Minimum of 2 years of directly related technical, professional experience

Functional Responsibility:

Performs tasks involving evaluation, design and maintenance of existing or proposed voice, data, image and video telecommunication systems. Analyzes the needs of the user and recommends appropriate hardware and/or software systems.

- Works with limited guidance/supervision
- Responsible for resolving problems within the general area of work and scope of normal procedures
- Develops proficiency in the detailed phases of assignments and is familiar with technical problems encountered
- Performs assigned projects at a professional level and in step with existing engineering technology

Minimum Education:

BS in an Engineering discipline or equivalent technical knowledge, education, and experience.





Seat Management Services

Job Title: Principal Telecommunications Engineer

Minimum/General Experience:

Minimum of 8 years of directly related technical, professional experience

Functional Responsibility:

Performs more difficult engineering tasks involving design, development, and maintenance of existing or proposed voice, data, image and video telecommunication systems. Analyzes the needs of the user and recommends appropriate hardware and/or software systems. Prepares detailed specifications and flowcharts for implementation of new internal programs or modifications to vendor software. Coordinates installation of hardware. Monitors the operations of telecommunication systems.

- Exercises mature professional judgment in technical recommendations that would strive achieve near-optimum design and function
- Responsible for the interpretation and analysis of the design standards, requirements, and/or specifications; proposes and implements suggestions and improvements
- Approves man-hours and milestone schedules on assigned and proposed tasks and is aware of the economics of the business giving particular effort to controlling unit costs within allocations and reducing costs wherever feasible
- Participates in engineering conferences and seminars as required, and keeps informed of technical progress in field of specialty including the developments of competitors
- Provides technical guidance to the project and is responsible for the review of engineering designs
- Responsible for the solution of problems of exceptional technical difficulty or complexity
- May be responsible for interviewing prospective employees and recommending personnel action to management staff

Minimum Education:

BS in an Engineering discipline or equivalent technical knowledge, education, and experience.

Job Title: Data Comm Eng III

Minimum/General Experience:

Seven years general experience of which 5 are in specialized data communications. Able to investigate, interpret, and explain technical and/or complex information and possesses communication skills necessary to effectively motivate, teach, and lead co-workers and staff. Possesses a high skill level in spreadsheets, word processing, database, project management and communications software.

Functional Responsibility:

Performs a variety of difficult project tasks relating to data and voice communications systems, including analysis, design, development and maintenance of complex network systems. Provides specialized assistance in network engineering and architecture, and the development of technical standards and interface applications. Investigates and evaluates existing network systems and makes recommendations for resources required to maintain or expand service levels. Typical assignments involve integration of information technologies to resolve system problems. May provide work direction and guidance to others. May supervise a project team to ensure system performance requirements are met, that system designs are compatible and will meet applicable standards, and that unique customer requirements are met. Must have in-depth knowledge of local exchange carrier (LEC) service offerings.

Minimum Education:

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.





Seat Management Services

Job Title: Data Comm Eng I

Minimum/General Experience:

Two years specialized experience in data communications.

Functional Responsibility:

Under limited supervision, performs a variety of project tasks relating to data voice communications systems, including analysis, design, development and maintenance of complex network systems. Provides highly skilled assistance in network engineering and architecture, and the development of technical standards and interface applications. Investigates and evaluates existing network systems and makes recommendations for resources required to maintain or expand service levels. Typical assignments involve integration of information technologies to resolve system problems. May interface with vendors to identify and purchase hardware and software. Must have in-depth knowledge of local exchange carrier(LEC) service offerings

Minimum Education:

Minimum Education: Bachelor's degree in related field

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.

Job Title: Associate Programmer/Analyst

Minimum/General Experience:

No previous professional experience necessary

Functional Responsibility:

Assists in the development and maintenance of software throughout the software life cycle (i.e., requirements analysis throughout maintenance).

- Works under general supervision
- Develops proficiency in the detailed phases of assignments
- Becomes familiar with technical problems encountered and their solutions; applies expertise acquired to similar future situations

Minimum Education:

BA/BS in Computer Science, related discipline, or equivalent knowledge and experience.





Seat Management Services

Job Title: Senior Programmer/Analyst**Minimum/General Experience:**

Minimum of 5 years of professional experience in a related area demonstrating capability for creative problem solving.

Functional Responsibility:

Designs and maintains a complex software system(s) throughout the software life cycle (i.e., requirement analysis through maintenance).

- Works with limited guidance; responsible for providing technical guidance and/or supervision to other junior level professional staff
- May function as task leader
- Demonstrates creativity in solving technical problems
- Responsible for designing a complete product for which no previous model exists
- Responsible for providing manpower estimates and projection milestones for programming tasks

Minimum Education:

BS/BA in Computer Science, a related discipline, or equivalent knowledge and experience.

Job Title: Principal Programmer/Analyst**Minimum/General Experience:**

Minimum of 8 years of professional experience in related software development and/or maintenance areas where ability for creative problem solving has been demonstrated; 2 years of supervisory experience desirable

Functional Responsibility:

Leads in the development and maintenance of complex software system(s) throughout the software life cycle (i.e., requirements analysis through maintenance)

- Usually functions in a task leader capacity, providing technical guidance and supervision to other exempt/non-exempt personnel
- Responsible for investigating the feasibility of the basic design on proposed new tasks/projects
- Responsible for technical direction and completion of all design details
- Responsible for total system level testing and analysis
- Applies creativity in achieving near-optimum system design and function
- Responsible for assisting in the preparation of proposals and cost estimates
- May be responsible for interviewing prospective employees and recommending personnel action to management staff

Minimum Education:

BS/BA in Computer Science, a related discipline, or equivalent knowledge and experience.





Seat Management Services

Job Title: Technical Specialist**Minimum/General Experience:**

Minimum of 2 years of relevant professional experience

Functional Responsibility:

Performs assignments that require technical knowledge and/or skills in the computer, engineering, data analysis, or related fields

- Works with general guidance/supervision
- Makes routine technical decisions in area of specialization
- Must possess the skills necessary to accurately interpret detailed instructions
- Responsible for the technical accuracy and prioritization of assigned tasks
- Develops proficiency in the detailed phases of assignments

Becomes familiar with technical problems encountered and their resolution

Minimum Education:

BS/BA or equivalent; 2 years of technical training in an area of expertise desirable.

Job Title: Senior Buyer**Minimum/General Experience:**

Five (5) years specialized procurement experience showing increasing levels of responsibility. Knowledge of basic business principles and analysis techniques such as price volume matrix, quote analysis, spreadsheet analysis, business scenarios, etc. Excellent verbal and written communication skills required to influence, read, write, interpret and explain technical and/or complex information. Advanced proficiency in word processing, electronic spreadsheet, analysis techniques and workstation tools.

Functional Responsibility:

Procures goods and services, supports external proposals and/or negotiates purchase orders and acquisition contracts or licenses which are typically of high dollar value, risk and complexity. These tasks are performed consistent with client requirements and company procurement policies/practices. Makes commitments/executes high dollar value orders. Responsible for the technical direction, leadership and training of less experienced procurement staff across a broad spectrum of procurement/purchasing disciplines and related company processes. Interacts and negotiates with supplier and customer counterparts and executive management. Develops both long and short range strategies to accomplish corporate and business unit objectives which may include cost/benefit analysis, risk assessment and other decision analysis techniques. May also participate in procurement activities in support of multiple business units. Evaluates supplier performance to ensure satisfaction and implements appropriate action as required. Monitors industry to maintain awareness of current/future trends and leading edge practices. Independently performs supplier evaluations and selections of high risk, dollar value and complexity for goods and services. Interacts with clients, executive management and supplier management regarding highly complex requirements and strategies. May lead and direct multiple teams to obtain business solutions on complex, nonstandard agreements. Creates and implements effective acquisition strategies for purchase of goods and services

Minimum Education:

Bachelor's degree in business or related area

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.





Seat Management Services

Job Title: Senior Technical Specialist

Minimum/General Experience:

Minimum of 5 years of relevant technical experience.

Functional Responsibility:

- Leads assignments requiring technical knowledge and/or skills in the computer, engineering, data analysis, or related fields Works with limited supervision
- Makes routine technical decisions in area of specialization and provides technical guidance to more junior specialist personnel
- Responsible for the technical accuracy and prioritization of assigned tasks
- Attains proficiency in the detailed phases of assignments and applies expertise acquired to the resolution of related problems
- Remains abreast of state-of-the-art tools and other resources available in the area of expertise and assures their implementation in areas of responsibility
- May function as task leader and make personnel recommendations to management

Minimum Education:

BS/BA or equivalent; 3 years of technical training in an area of expertise desirable.

Job Title: Technician

Minimum/General Experience:

Minimum of 2 years of professional experience in field service engineering.

Functional Responsibility:

Performs installation, maintenance, and repair of electronics and/or computer equipment and peripherals; may be involved in design and/or fabrication of custom hardware

- Works under general guidance/supervision
- Responsible for supporting task activities in accordance with established standard operating procedures and methods
- Develop proficiency in the detailed phases of assignments
- Responsible for resolving problems within the general area of work and scope of normal procedures
- Responsible for the accuracy and prioritization of assigned tasks

Minimum Education:

High School in engineering on computer hardware technology or advanced trade school certificate program; knowledge of low-level programming language desirable.





Seat Management Services

Job Title: Senior TechnicianMinimum/General Experience:

Minimum of 5 years (4 years with AA) professional hardware engineering experience

Functional Responsibility:

Performs installation, maintenance, testing, and repair of electronics and/or computer equipment and peripherals; may be involved in design and/or fabrication of custom hardware

- Works under limited guidance and may direct the work of junior technicians
- Assures that priority assignments are accomplished accurately and with maximum utilization of resources
- Attains proficiency in the detailed phases of assignments; applies the expertise acquired to the resolution of related problems
- Responsible for estimating time effort required for the completion of assignments

Minimum Education:

High School or AA in Engineering or Computer Technology or advanced trade school certificate program; knowledge of a programming language desirable.

Job Title: Subject Matter ExpertMinimum/General Experience:

Performs as a consultant in a highly specialized subject area such as: VLSI design, Scientific Analysis, Telecommunications, Digital Image Processing, Computer Simulation, Computer Security, and Network Architecture. Provide highly technical or specialized guidance concerning automation solutions to complex information systems problems related to their area of expertise. Perform studies and analysis, prepare reports and make presentations

Minimum Education:

Bachelors degree and at least 8 years experience in their functional area of expertise. Masters degree preferred

Job Title: Computer Production OperatorMinimum/General Experience:

This position requires a minimum of three (3) years general experience in computer related activities, of which at least one year is specialized experience. Specialized experience includes operating computer systems and software. General experience includes increasing responsibility in computer systems. Demonstrated ability to work independently or under only general direction.

Functional Responsibility:

Under direct supervision, operates and maintains computers and computer-related equipment, monitors system consoles, and performs operator preventive maintenance on peripheral equipment. Handles simpler troubleshooting and completes logs concerning machine utilization, reruns, and production work completed.

Minimum Education:

Minimum Education: High School Degree

Alternatively, may have an equivalent combination of education and experience as determined acceptable by the contracting officer and/or senior program management.





Seat Management Services

Job Title: Senior Computer Operator

Minimum/General Experience:

Minimum of 5 years of computer operations or related experience

Functional Responsibility:

Performs a lead role in operational support activities for complex computer jobs according to standard procedures. Monitors the operation of all computer and peripheral equipment and researches more complex error messages. Manipulates console to resequence job steps after a job is interrupted. May provide work direction and assistance to lower level operators.

- Works under limited guidance and may direct the work of junior computer operators
- Assures that priority assignments are accomplished accurately and with maximum utilization of resources
- Attains proficiency in the detailed phases of assignments and applies the expertise acquired the resolution of related problems
- Responsible for estimating time effort required for the completion of assignments

Minimum Education:

HS or trade school diploma or equivalent; some ADP training required.

Job Title: DCE Benchmarking Engineer

Minimum/General Experience:

Minimum of nine years program-related experience and prior management experience. Ability to communicate technical terms/concepts to non-technical audiences.

Functional Responsibility:

Responsible for managing Information Systems programs of moderate risk and complexity or are a portion of a larger program. Manage programs and project teams and provided technical DCE consulting and Seat Management Program support. Ensure that all required resources such as engineering, manpower, production, computer time, facilities and the like are available for the program. DCE benchmark with particular skills in one or more focus areas. Plans, directs and monitors program budget and serve as primary customer contacts for program information.

Minimum Education:

Bachelors degree with emphasis in Business, Computer Science or Engineering or equivalent qualifying experience.





Seat Management Services

Job Title: Senior DCE Benchmarking Engineer**Minimum/General Experience:**

Minimum of eleven years program-related experience in related areas with at least five years functional or program management experience.

Functional Responsibility:

Responsible for managing relatively complex Information Systems programs. Manage projects involving benchmarking customers' current state in implementing best practices and total cost of ownership and recommending improvements in their environment that lead to improved levels of service and reduced TCO. May Manage fixed price contracts. Oversees program budget and schedules. May direct staff or lead teams in the development of data at a customer site and the integration of that data into a coherent picture of the customer's DCE. Has primary responsibility for program growth; may be responsible for marketing new technology or follow-on business acquisition.

Minimum Education:

Bachelors degree, Masters preferred (advanced degree in Computer Science, Engineering or Business preferred) or equivalent experience.

Job Title: Principal DCE Benchmarking Engineer**Minimum/General Experience:**

Minimum of fourteen years program-related experience in related areas with at least five years functional or program management experience.

Functional Responsibility:

Responsible for managing very complex and/or high risk Information Systems programs. Manages major benchmarking projects for government and/or commercial clients. Trained in TCO and DCE Benchmark analysis with multiple experiences in data gathering, client interview techniques, data analysis and report preparation for DCE engagements. May manage fixed price contracts. Oversees program budget and schedules. May direct staff. Has primary responsibility for program growth; may be responsible for marketing new technology or follow-on business acquisition.

Minimum Education:

Bachelors degree, Masters preferred (advanced degree in Computer Science, Engineering or Business preferred) or equivalent experience.

Job Title: Senior DCE Support Administrator**Minimum/General Experience:**

Minimum 3 years related experience.

Functional Responsibility:

Provides administrative support in the preparation of DCE benchmarking products. Performs clerical support. Prepares DCE documents and packages to be shipped.

Minimum Education:

High school diploma or equivalent.





Seat Management Services

Job Title: Lead DCE Support Program Administrator

Minimum/General Experience:

Minimum 5 years related experience.

Functional Responsibility:

Performs variety of administrative support in the preparation of DCE benchmarking products. Answers phone calls and takes appropriate action as necessary. Distributes or routs mail, packages and paperwork. Completes standard DCE forms and paperwork. Prepares standard packages of information or documents. Researches and gathers standard and defined information as required. Creates and maintains appropriate logs, inventories, filing (hard and soft).

Minimum Education:

High school diploma or equivalent.

Job Title: Web Technology Specialist

Minimum/General Experience:

Analyze system requirements; develop design alternatives in coordination with the users, and implement interactive design solutions. Design system interfaces and programs to facilitate access Internet. Implement security to ensure integrity of the system and the operating environment. Develop Web sites, Web pages, and the integration of Web technology with software applications and database management systems

Minimum Education:

Bachelors in Computer Science, Information Systems, Math, Engineering or related technical discipline. At least 3 years related experience.

Job Title: Principal Database Engineer

Minimum/General Experience:

Direct the development and testing of logical and physical database designs. Tune for maximum operating efficiency. Perform data analysis, database design, and development activities and implementation, as required, for databases and database conversions. Perform database-restructuring activities.

Provide expertise and guidance of database management systems. Duties include system requirements, developing policy and procedures, supporting database configuration management and change management.

Minimum Education:

Masters preferred; Bachelors in Computer Science, Information Technology, Math, and Engineering or related technical discipline. At least 8 years related experience.



Seat Management Services

Job Title: Senior Database Administrator

Minimum/General Experience:

Execute policies and procedures pertaining to database management, security, maintenance, and use. Work directly with database users, providing advice on procedures, technical problems, priorities, and methodologies.

Minimum Education:

Bachelors in Computer Science, Information Technology, Math, Engineering or related technical discipline. At least 3 years related experience.

C.13 Labor Category Rates

ACS and its team members provide a full range of personnel to satisfy any need from the desktop through the enterprise. We provide personnel for:

- Staff Augmentation and Incidental Time and Materials
- Integrated Solution Services

The following labor category rates are applicable for both of these services:

Category	Off-Site
Section Manager	\$74.87
MTS Supervisor	\$86.31
Help Desk Specialist	\$56.90
Senior Help Desk Specialist	\$65.39
Engineer	\$60.64
Principal Engineer	\$79.25
Principal Systems Engineer	\$82.66
Software Engineer	\$64.62
Principal Software Engineer	\$85.54
Software Design Engineer IV	\$99.56
Software Design Engineer II	\$80.10
Telecommunications Engineer	\$65.10
Principal Telecommunications Engineer	\$74.58
Data Comm Eng III	\$104.88
Data Comm Eng I	\$74.76
Associate Programmer / Analyst	\$50.88
Senior Programmer / Analyst	\$69.81
Principal Programmer/Analyst	\$79.53
Technical Specialist	\$59.58
Senior Buyer	\$52.44
Senior Technical Specialist	\$68.45
Technician	\$56.72
Senior Technician	\$67.08
Computer Production Operator	\$48.99
Senior Computer Operator	\$45.95
Subject Matter Expert	\$127.41
DCE Benchmarking Engineer	\$99.82
Principle DCE Benchmarking Engineer	\$111.57
Senior DCE Benchmarking Engineer	\$119.79
Principle DCE Benchmarking Engineer	\$140.48



**Seat Management Services**

Category	Off-Site
Senior DCE Support Administrator	\$49.33
Lead DCE Support Program Administrator	\$66.65
Web Technology Specialist	\$64.17
Principal Database Engineer	\$89.54
Data Base Administrator	\$79.67



Seat Management Services

APPENDIX D—ROLES AND RESPONSIBILITIES

D.1 ACS

ACS agrees as follows:

- a. ACS shall act as prime contractor for the procurement and maintenance of all the Assets and Services delivered hereunder and shall be the sole point of contact with regard to all obligations under this Agreement.
- b. ACS hereby represents and warrants that ACS has made such other party aware of the proposed use and disposition of the other party's Assets or Services, and that such other party has agreed in writing that it has no objection thereto.

ACS shall be responsible for overall program management of the services to be provided under all authorized orders. This shall include, but not be limited to, the following:

- a. Order receipt, fulfillment, monitoring, tracking, and recording;
- b. Management of daily activities including Help Desk, Asset Management, Subcontractor Management;
- c. Preparation and submittal of required reports;
- d. Invoicing;
- e. Performance monitoring to ensure timely configuration, delivery, installation and set up of hardware;
- f. Responsiveness to customer requests and needs.

D.2 Department of Technology Planning – Seat Management Office

To be provided by DTP

D.3 Department of Information Technology

To be provided by DIT

D.4 Ordering Agencies and Other Authorized Users

To be provided by Ordering Agencies





Seat Management Services

APPENDIX E—PRODUCT DEMONSTRATIONS

E.1 ACS SMS Hardware Product Demonstrations

We are able to conduct demonstrations of various platforms, per request of any customer or potential customer, at their site and convenience for no additional cost. If a customer or potential customer would like to see demonstrations of a server, we can take him/her to our Center for Engineering Technology Insertion (CETI).

Furthermore, one of our vendors, Gateway, provides an opportunity for current and potential SMS customers to “test drive” hardware and software prior to ordering it. They can also be used as centers for local or regional SMS seminars, training and customer outreach meetings. Stores are located in Fairfax, GlenAllen, Newport News, Richmond, Springfield, Virginia Beach, and Woodbridge.

E.2 Support of DIT Trade Shows

ACS is already committed to supporting DIT sponsored trade shows, at no cost to the Commonwealth. ACS will sponsor and/or exhibit at upcoming events sponsored by DIT. We have our own equipment and collateral to support trade shows. For example, ACS is currently sponsoring and exhibiting at COVITS 2000 as well as supporting the COTS exhibit via the Communications Working Group.

E.3 Samples and Premiums

As part of exhibiting at a DIT Trade Show, we will offer various give-aways at no extra cost. We will create an assortment of collateral materials describing our contract’s service offerings that can be distributed at any given event.

E.4 Visits to Agencies

As part of our Customer Outreach Program, ACS will make scheduled visits to any agency before and after an order is awarded on an as-needed basis. ACS plans to engage with several agencies already interested in pursuing seat management services and will educate other agencies on our offerings.





Seat Management Services

APPENDIX F—REPORTING AND DELIVERABLES

F.1 Inventory Report

Our integrated tools support inventory management processes that provide our support team and customers with access to current, accurate inventory data. Our team is equipped to maintain an inventory of all equipment and software within the scope of any order. AssetInsight™ from Tangram Enterprise Solutions is our discovery, collection, and reporting tool, reputedly one of the best in the industry. A major feature of our management approach is using the AssetInsight™ database and supporting processes to obtain initial inventory information and keep the information complete and updated to support critical SMS functions including: hardware and software maintenance, a responsive HelpDesk, customized reporting, software tracking, and inventory maintenance. Information can be reported by agency, brand name, SMS configuration installed by the manufacturer model and serial numbers, by employee (or student) to whom the computer is assigned, in addition to all software we install on each computer. Reports will be issued/updated at least once a month.

F.2 Meetings

Weekly meetings will take-place between the customer outreach executive, program manager, and DIT on a monthly basis to discuss any issues. Monthly meetings will be held with appropriate ACS staff and the network users of a given agency. In addition to regular meetings, Focus Groups may need to be formed to address certain issues and/or technologies.

F.3 Small, Women-Owned, and Minority-Owned Businesses Report

ACS will provide a monthly status report detailing the participation of our teammates who fit this category, as well as noting any additions and/or changes to our team. The vendor small business report will include what each small business is responsible for, what their category is, and what we predict their expenditure to be of the order value.





Seat Management Services

APPENDIX G—GATEWAY ADD-ONS

The following pages identify sample add-on components available from Gateway. They will be made available through our SMS catalog.



Seat Management Services

Gateway Add-ons Description	Part Number	Monthly Pricing		
		1 Year Refresh	2 Year Refresh	3 Year Refresh
DESKTOP COMPONENTS				
CD-Roms				
17x min./40X max CD-Rom Drive	1512707	\$4.92	\$2.46	\$1.64
CD Stomper Pro & Phillips CDRW	1511455	\$16.58	\$8.29	\$5.53
Destination				
Destination Wireless Keyboard	1511472	\$8.25	\$4.13	\$2.75
Destination Wireless Mouse	1511476	\$4.08	\$2.04	\$1.36
Destination Wireless Receiver	1511975	\$4.08	\$2.04	\$1.36
Floppys & Removable Storage				
IOMEGA 100MB External Zip Drive	1502044	\$9.92	\$4.96	\$3.31
IOMEGA 100MB External USB Zip Drive	1509602	\$10.75	\$5.38	\$3.58
IOMEGA Internal Zip 250MB	1508694	\$14.92	\$7.46	\$4.97
IOMEGA Internal Zip Drive	1511406	\$8.25	\$4.13	\$2.75
Panasonic 1.44 MB (3.5") Floppy Drive Kit	1509133	\$4.08	\$2.04	\$1.36
Keyboards				
104+ New Look Win 95 Keyboard Kit	1507059	\$3.25	\$1.63	\$1.08
Disney's Pooh Learning Keyboard	1511310	\$4.92	\$2.46	\$1.64
Disney's SketchBoard Studio Edition	1511234	\$4.92	\$2.46	\$1.64
KeyTronics Multi-Function Keyboard	1511818	\$4.08	\$2.04	\$1.36
Wireless Keyboard for Profile	1512019	\$10.75	\$5.38	\$3.58
Memory Ram				
8MB EDO SIMM	5000047	\$4.08	\$2.04	\$1.36
16MB EDO SIMM	5000048	\$6.58	\$3.29	\$2.19
16MB Non-Parity SIMM	5000106	\$6.58	\$3.29	\$2.19
16MB Parity 70ns SIMM	5000034	\$6.58	\$3.29	\$2.19
32MB 100Mhz SD RAM Memory Module	5000236	\$10.83	\$5.42	\$3.61
32MB EDO SIMM	5000111	\$12.42	\$6.21	\$4.14
32MB Non-Parity FPM SIMM	5000052	\$12.42	\$6.21	\$4.14
32MB SDRAM DIMM (2 Clock)	5000138	\$8.25	\$4.13	\$2.75
32MB SDRAM DIMM (4 Clock)	5000227	\$8.25	\$4.13	\$2.75
64MB 100Mhz SDRAM Memory Module	5000238	\$12.42	\$6.21	\$4.14
64MB EDO DIMM (Hitman, Mailman, TigerEye)	5000268	\$16.58	\$8.29	\$5.53
64MB EDO SIMM	5000191	\$16.58	\$8.29	\$5.53
64MB SDRAM (4 Clock)	5000201	\$12.42	\$6.21	\$4.14
128MB 100Mhz SDRAM Memory Module	5000239	\$24.92	\$12.46	\$8.31
128 MB ECC SDRAM DIMM	5000232	\$49.92	\$24.96	\$16.64
128MB SDRAM DIMM (4-Clock)	5000202	\$24.92	\$12.46	\$8.31
Mice				
MS Revolution Mouse	1506582	\$4.08	\$2.04	\$1.36
PS2 Mouse and Pad Kit	1512438	\$3.25	\$1.63	\$1.08
Miscellaneous Products				
CD Stomper Pro CD Jewel Case Insert Refills	1508335	\$0.83	\$0.42	\$0.28
CD Stomper Pro CD Label Refills	1508334	\$1.25	\$0.63	\$0.42
CD Stomper Pro Labeling System	1506984	\$2.08	\$1.04	\$0.69
Kensington PC Starter Kit	1506945	\$3.25	\$1.63	\$1.08
Modems				
3COM US Robotics 56K PCI WinModem	1509671	\$9.92	\$4.96	\$3.31
Network				
3 COM 10/100 TP Network Card Kit	1509599	\$5.33	\$2.67	\$1.78
3COM Office Connect 10/100 Dual Speed 16 Port Hub	1508899	\$33.25	\$16.63	\$11.08
3COM Office Connect 10MB 8 Port Hub	1509668	\$6.25	\$3.13	\$2.08
3COM Office Connect Dual Speed 8 Port Hub	1508898	\$23.25	\$11.63	\$7.75





Seat Management Services

Gateway Add-ons Description	Part Number	Monthly Pricing		
		1 Year Refresh	2 Year Refresh	3 Year Refresh
4-Pack Twisted Pair Cables	1503603	\$2.42	\$1.21	\$0.81
Home Networking USB Adapter	1511715	\$7.42	\$3.71	\$2.47
Intel AnyPoint Home Networking External Parallel Adapter (1)	1509804	\$7.42	\$3.71	\$2.47
Intel AnyPoint Home Networking PCI Version	1509863	\$4.92	\$2.46	\$1.64
Linksys 4 Port USB Hub	1509481	\$4.08	\$2.04	\$1.36
WebRamp 310i 56K Hub/Router	1506686	\$39.92	\$19.96	\$13.31
Power Supplies				
APC Back UPS 500	1504971	\$13.25	\$6.63	\$4.42
APC Back-UPS Office 400	1512441	\$8.25	\$4.13	\$2.75
APC Back-UPS Pro 350	1508681	\$14.08	\$7.04	\$4.69
APC Back-UPS Pro 500	1508682	\$16.58	\$8.29	\$5.53
APC Pro8TZ Surge Protector	1506222	\$3.25	\$1.63	\$1.08
APC Smart-UPS 700 Back-Up	1504133	\$30.75	\$15.38	\$10.25
Profile 90 Watt AC Cube	1511083	\$5.83	\$2.92	\$1.94
Sound				
Boston Acoustics BA735 Mid Range Speakers	1509426	\$5.75	\$2.88	\$1.92
Cambridge SoundWorks GCS-200 Speakers	1507524	\$2.50	\$1.25	\$0.83
Creative Labs Audio PCI 128D Digital Sound Card	1511568	\$4.92	\$2.46	\$1.64
Diamond Rio 500 Digital Audio Player	1511446	\$22.42	\$11.21	\$7.47
TBU				
TR-5 IDE TBU	1512189	\$20.75	\$10.38	\$6.92
Training				
Gateway Learning Library for Microsoft Office 2000 Professional	1511460	\$14.58	\$7.29	\$4.86
Gateway Learning Library for Microsoft Office 2000 Small Business	1511459	\$12.42	\$6.21	\$4.14
Gateway Learning Library for Microsoft Works Suite 2000	1511458	\$12.42	\$6.21	\$4.14
ZDU Internet Training Subscriptions	1511331	\$8.25	\$4.13	\$2.75
Video Monitors				
15" Ev 500 Monitor - 13.9" Viewable Area	7001547	\$15.00	\$7.50	\$5.00
19" VX900 Monitor - 18" Viewable Area	7001473	\$43.33	\$21.67	\$14.44
21" VX1110 Hitachi - 19.7" Viewable Area	7001532	\$74.17	\$37.08	\$24.72
EV700 (17" Monitor, 15.9" Viewable)	7001580	\$24.58	\$12.29	\$8.19
EV910	7002053	\$38.75	\$19.38	\$12.92
Refurbished 27" Destination Monitor	1511934	\$41.58	\$20.79	\$13.86
VX700	7002092	\$28.75	\$14.38	\$9.58
PORTABLE COMPONENTS				
Accessories				
Casual Carrying Case	1505312	\$4.08	\$2.04	\$1.36
Deluxe Carrying Case	1506403	\$8.25	\$4.13	\$2.75
Kensington Lock	1502759	\$3.25	\$1.63	\$1.08
Kensington Notebook Starter Kit	1509667	\$4.08	\$2.04	\$1.36
Kensington Saddlebag Portable Carrying Case	1505027	\$6.58	\$3.29	\$2.19
Batteries				
21/2200 Solo Lithium Ion Battery	6500082	\$14.08	\$7.04	\$4.69
23/25/31/91 External Battery Charger	1507236	\$4.08	\$2.04	\$1.36
2300 Lithium Ion Battery	1507531	\$16.67	\$8.33	\$5.56
2500 4800 Lithium Ion Battery	1507480	\$12.50	\$6.25	\$4.17
3100 Lithium Ion Battery	6500196	\$8.33	\$4.17	\$2.78
5100/5150 External battery Charger	1505424	\$4.08	\$2.04	\$1.36
5100/5150 Lithium Ion Battery	6500311	\$12.50	\$6.25	\$4.17
9100 Lithium Ion battery	1507502	\$12.50	\$6.25	\$4.17





Seat Management Services

Gateway Add-ons Description	Part Number	Monthly Pricing		
		1 Year Refresh	2 Year Refresh	3 Year Refresh
Solo 2150 12 Cell Lithium Ion Battery	6500362	\$14.08	\$7.04	\$4.69
Solo 2100 6 Cell Lithium Ion Battery	6500363	\$9.92	\$4.96	\$3.31
Solo 9300 2nd Main Battery 12 Cell	6500358	\$12.50	\$6.25	\$4.17
Solo 9500 9 Cell Extra Battery	6500335	\$8.33	\$4.17	\$2.78
CD-ROMS				
21/2200 Internal 10X/24X CD-ROM	1513247	\$10.75	\$5.38	\$3.58
51/5150 Solo 10/24X Internal CD-ROM	5501080	\$9.92	\$4.96	\$3.31
9100 Combo Floppy and 10/24X CD-ROM	5500864	\$24.92	\$12.46	\$8.31
Solo 2150 10/24X CD-ROM	5501086	\$10.75	\$5.38	\$3.58
Solo 2150 4X DVD	5501087	\$19.08	\$9.54	\$6.36
Solo 2300 Internal 10/24X Toshiba CD-ROM	5501054	\$12.42	\$6.21	\$4.14
Solo 9300 10/24X CD-ROM	5500920	\$14.92	\$7.46	\$4.97
Solo 9300 CDRW Drive	1510613	\$43.25	\$21.63	\$14.42
Docking				
23/25/51/91 Mini-Docking Station	1508432	\$20.75	\$10.38	\$6.92
25/51/91 Full Docking Station	1001743	\$41.58	\$20.79	\$13.86
3100 Port Replicator	8003549	\$8.33	\$4.17	\$2.78
Port Replicator	1507599	\$12.42	\$6.21	\$4.14
Solo 9300 Port Replicator	1510916	\$12.42	\$6.21	\$4.14
Floppys and Removable Storage				
21/2200 Solo FD Caddy	1505179	\$3.25	\$1.63	\$1.08
2300 Solo 1.44" 3.5 External FD	1502619	\$6.58	\$3.29	\$2.19
25xx Solo Internal Floppy Drive	1505865	\$4.92	\$2.46	\$1.64
25xx Solo Internal LS-120	1505866	\$12.50	\$6.25	\$4.17
3100 External Floppy Drive	5500728	\$5.75	\$2.88	\$1.92
51/5150 Solo 1.44 Internal Floppy Drive Kit	5500722	\$4.92	\$2.46	\$1.64
5100 Solo External Floppy Cable	8001861	\$2.92	\$1.46	\$0.97
5150 Solo LS120 Floppy Drive	1512654	\$12.50	\$6.25	\$4.17
Solo 21/22 Internal Floppy Drive	5500461	\$4.92	\$2.46	\$1.64
Solo 2150 100MB Iomega Internal Zip Drive	5501088	\$10.75	\$5.38	\$3.58
Solo 2150 Internal Floppy Drive	5501085	\$4.08	\$2.04	\$1.36
Solo 9100 LS 120/DVD	1509390	\$34.92	\$17.46	\$11.64
Solo 9300 Internal LS-120 Drive	5500919	\$13.25	\$6.63	\$4.42
Hard Drives				
21/2200 4GB 8.45MM Hard Drive	1507072	\$16.67	\$8.33	\$5.56
Solo 2150 12GB Hard Drive	1512749	\$45.75	\$22.88	\$15.25
Solo 25xx 6GB Hard Drive	1513148	\$29.08	\$14.54	\$9.69
Solo 3100/3150 6GB Hard Drive	1513153	\$29.08	\$14.54	\$9.69
Solo 5100/5150 6GB Hard Drive	1513149	\$29.08	\$14.54	\$9.69
Solo 9100/9150/2300 6GB Hard Drive	1513150	\$29.08	\$14.54	\$9.69
Solo 9300 12GB 2nd Hard Drive	1512750	\$45.75	\$22.88	\$15.25
Solo 9300 6.4GB 9.5mm Hard Drive	1511126	\$29.08	\$14.54	\$9.69
Keyboards				
Portable Black Keyboard	7001026	\$3.25	\$1.63	\$1.08
Memory RAM				
128MB PC100 MHz Memory	5000379	\$20.75	\$10.38	\$6.92
21/2200 Solo 16MB Memory Upgrade	5000169	\$7.42	\$3.71	\$2.47
21/2200 Solo 32MB Memory Upgrade	5000223	\$14.92	\$7.46	\$4.97
23/25/31/51/9100 64MB Memory Module	5000224	\$10.75	\$5.38	\$3.58
23/25/31/51/9100 Solo 32MB Memory Module	5000211	\$8.25	\$4.13	\$2.75
25/31/5150/9100 128MB Memory Module	5000334	\$20.75	\$10.38	\$6.92
32MB PC100 MHz Memory	5000377	\$8.25	\$4.13	\$2.75
64MB PC100 MHz Memory	5000378	\$10.75	\$5.38	\$3.58





Seat Management Services

Gateway Add-ons Description	Part Number	Monthly Pricing		
		1 Year Refresh	2 Year Refresh	3 Year Refresh
Mice				
PST Black Mouse Kit	1503056	\$2.08	\$1.04	\$0.69
Modems				
V.90 56K Low Cost Modem	1512458	\$10.42	\$5.21	\$3.47
Network				
3COM 10MB PCMCIA Ethernet Card	1505429	\$10.75	\$5.38	\$3.58
Power Supplies				
60W Automotive/Air Adapter	1509706	\$8.25	\$4.13	\$2.75
AC LiteOn Adapter Kit	1507235	\$3.75	\$1.88	\$1.25
APC Pnote Pro Surge Protector for Notebooks	1510123	\$2.42	\$1.21	\$0.81
Portable Power Protection for 9300/2150	1511714	\$4.92	\$2.46	\$1.64
Portable Power Protection Solution (Pnote Pro & LiteOn Adapter)	1511588	\$4.92	\$2.46	\$1.64
Solo 9300 70 Watt AC Cube	1511029	\$3.75	\$1.88	\$1.25
SERVER COMPONENTS				
CD-Roms				
Plextor SCSI 13/32Z CD-ROM	1507830	\$9.92	\$4.96	\$3.31
Toshiba 17/40X IDE CD-ROM	1509058	\$4.92	\$2.46	\$1.64
Toshiba 17/40X SCSI CD-ROM	1510115	\$11.25	\$5.63	\$3.75
Controllers				
16MB EDO 438 ADAC 3 Channel Controller	1512647	\$111.75	\$55.88	\$37.25
16MB EDO 466 ADAC 1 Channel Controller	1512645	\$55.50	\$27.75	\$18.50
16MB EDO 50ns SIMM ADAC Memory	1506864	\$4.33	\$2.17	\$1.44
2940U2W Ultra 2 PCI Controller Card	1504769	\$14.58	\$7.29	\$4.86
64MB EDO 438 ADAC 3 Channel Controller	1512648	\$124.75	\$62.38	\$41.58
64MB EDO 466 ADAC 1 Channel Controller	1512646	\$69.75	\$34.88	\$23.25
64MB EDO SIMM ADAC Memory	1512502	\$17.33	\$8.67	\$5.78
72/7300 External SCSI C able	1506075	\$1.58	\$0.79	\$0.53
82/8300 External SCSI Cable Kit	1504961	\$1.58	\$0.79	\$0.53
Hard Drives - Non-SCA				
IBM 18GB 7200 RPM US Non SCA U2 Hard Drive	1507942	\$49.92	\$24.96	\$16.64
IBM 4GB 7200 RPM U2 NSCA Hard Drive	1504913	\$24.92	\$12.46	\$8.31
IBM 4GB 7200 RMS US SSCA Hard Drive	1508881	\$24.92	\$12.46	\$8.31
IBM 9.1GB 7200RMS U2 NSCA Hard Drive	1509878	\$29.08	\$14.54	\$9.69
IBM 9.1GB 7200RMS U2 NSCA Hard Drive	1509879	\$29.08	\$14.54	\$9.69
Hard Drives - SCA				
9200 SCA Hard Drive Carrier	1509104	\$2.08	\$1.04	\$0.69
DataStation 8 U2 & U2R HDD Carrier	1512051	\$2.08	\$1.04	\$0.69
IBM 18GB 7200 RMS U2 Hard Drive	1507939	\$49.92	\$24.96	\$16.64
IBM 18GB 7200 RMS U2 SCA Hard Drive	1508575	\$49.92	\$24.96	\$16.64
IBM 18GB 7200 RMS U2 SCA Hard Drive	1510100	\$49.92	\$24.96	\$16.64
IBM 36GB 7200 RMS U2 Hard Drive	1507945	\$108.25	\$54.13	\$36.08
IBM 36GB 7200 RMS U2 SCA Hard Drive	1508316	\$108.25	\$54.13	\$36.08
IBM 9GB 7200 RMS U2 SCA Hard Drive	1509729	\$29.08	\$14.54	\$9.69
IBM 9GB 7200 RMS U2 SCA Hard Drive	1509730	\$29.08	\$14.54	\$9.69
IBM 9GB 7200 RMS U2 SCA Hard Drive	1509731	\$29.08	\$14.54	\$9.69
SCA Hard Drive Rail Kit	1511123	\$2.08	\$1.04	\$0.69
Western Digital 18GB 10K RPM U2 SCA Hard Drive	1510910	\$66.58	\$33.29	\$22.19
Western Digital 18GB 10K RPM U2 SCA Hard Drive	1511015	\$66.58	\$33.29	\$22.19
Western Digital 9GB 10K RPM U2 SCA Hard Drive	151906	\$37.42	\$18.71	\$12.47
Western Digital 9GB 10K RPM U2 SCA Hard Drive	151907	\$37.42	\$18.71	\$12.47
Memory Ram				
128MB PC100 ECC SDRAM DIMM	1506747	\$26.67	\$13.33	\$8.89





Seat Management Services

Gateway Add-ons Description	Part Number	Monthly Pricing		
		1 Year Refresh	2 Year Refresh	3 Year Refresh
256MB PC100 ECC SDRAM DIMM	1506195	\$53.33	\$26.67	\$17.78
64MB PC100 ECC SDRAM DIMM	1506746	\$13.33	\$6.67	\$4.44
9200 128MB EDO DIMM	1506987	\$26.58	\$13.29	\$8.86
9200 256MB EDO DIMM	1506988	\$53.33	\$26.67	\$17.78
9200 64MB EDO DIMM	1506986	\$14.92	\$7.46	\$4.97
Modems				
Dual Port PCI 56K v.90 Modem	1512382	\$33.25	\$16.63	\$11.08
Telepath 56K PCI Modem	1512527	\$12.42	\$6.21	\$4.14
USR 56K Win 95 Modem Kit	1503741	\$10.75	\$5.38	\$3.58
Network				
3COM 10/100 Network Card	1509305	\$5.33	\$2.67	\$1.78
IBM Token Ring	1509040	\$13.25	\$6.63	\$4.42
Intel EtherExpress Pro 100+ Network Card	1508141	\$5.33	\$2.67	\$1.78
Power Supplies				
400 Watt Hot Plug Power Supply	1507528	\$20.83	\$10.42	\$6.94
400W Hot Pluggable Redundant Power Supply w/Load Sharing	1507460	\$15.42	\$7.71	\$5.14
APC 1400 UPS Floor Standing	1504448	\$53.25	\$26.63	\$17.75
APC 3000 UPS Floor Standing	1506457	\$141.58	\$70.79	\$47.19
APC Smart-UPS 700 Back Up Floor Model	1504133	\$30.75	\$15.38	\$10.25
Processors				
8300 550/1MB Xeon Pentium III Processor	1510976	\$258.25	\$129.13	\$86.08
8300 550/512 Xeon Pentium III Processor	1510768	\$124.92	\$62.46	\$41.64
9200 550/1MB Processor	1510769	\$258.25	\$129.13	\$86.08
9200 550/2MB Processor	1510770	\$483.25	\$241.63	\$161.08
9200 550/512 Processor	1510771	\$124.92	\$62.46	\$41.64
Intel 400MHz processor w/512K cache	1512302	\$36.17	\$18.08	\$12.06
Intel 500MHz processor w/512K cache	1512303	\$32.00	\$16.00	\$10.67
Intel PIII 450MHz process w/512K cache	1510577	\$23.67	\$11.83	\$7.89
Intel PIII 550MHz process w/512K cache	1508573	\$52.83	\$26.42	\$17.61
Intel PIII 600MHz process w/512K cache	1510419	\$83.25	\$41.63	\$27.75
Intel PIII 600MHz process w/512K cache	1510420	\$83.25	\$41.63	\$27.75
Intel PIII 600MHz process w/512K cache	1510421	\$83.25	\$41.63	\$27.75
VRM for PII/PIII processors	1508332	\$2.92	\$1.46	\$0.97
VRM for Xeon processors	1508333	\$2.92	\$1.46	\$0.97
Rack Items				
12FT Switch Box Cable	1505819	\$7.50	\$3.75	\$2.50
1U Filler Panel for 24U & 44U Rack Cabinets	1512623	\$1.17	\$0.58	\$0.39
2U Filler Panel for 24U & 44U Rack Cabinets	1512624	\$2.08	\$1.04	\$0.69
3U Filler Panel for 24U & 44U Rack Cabinets	1512625	\$2.08	\$1.04	\$0.69
4 Port Switch Box Kit	1504043	\$61.08	\$30.54	\$20.36
7FT Switch Box Cable	1505818	\$4.83	\$2.42	\$1.61
8 Port Switch Box Kit	1504044	\$72.17	\$36.08	\$24.06
8U Filler Panel for 24U & 44U Rack Cabinets	1512626	\$3.92	\$1.96	\$1.31
APC 1400 UPS Rackmount Model	1506458	\$53.25	\$26.63	\$17.75
APC 3000 UPS Rackmount Model	1504449	\$141.58	\$70.79	\$47.19
Industrial Power Strip for 24U & 44U Rack Cabinets	1512627	\$6.00	\$3.00	\$2.00
Keyboard and Mouse Tray for 24U & 44U Rack Cabinets	1506735	\$17.92	\$8.96	\$5.97
Monitor Alcove (8U) for 44U Rack Cabinet	1512628	\$11.83	\$5.92	\$3.94
Rack Coupling for 44U Rack Cabinet	1512622	\$10.42	\$5.21	\$3.47
Side Panels for 24U Rack Cabinet	1512621	\$10.00	\$5.00	\$3.33
Side Panels for 44U Rack Cabinet	1512620	\$18.33	\$9.17	\$6.11
Raid Cage				





Seat Management Services

Gateway Add-ons		Monthly Pricing		
Description	Part Number	1 Year Refresh	2 Year Refresh	3 Year Refresh
3 Bay RAID Cage for 4U Rack Drawers	1511424	\$11.25	\$5.63	\$3.75
Universal LVD RaidCage 3	1506748	\$12.50	\$6.25	\$4.17
TBU				
20/40GB DDS-4 DAT drive	1511604	\$62.42	\$31.21	\$20.81
DDS-3 TBU Cartridge for Seagate 12/24 TBU	1507430	\$8.75	\$4.38	\$2.92
Quantum 7000 35/70GB TBU Drive	1504161	\$328.75	\$164.38	\$109.58
TR5 10/20GB SCSI TBU	1509413	\$29.08	\$14.54	\$9.69



Seat Management Services

APPENDIX H—DELL ADD-ONS

The following pages identify sample add-on components available from Dell. They will be made available through our SMS catalog.

Seat Management Services



Dell Add-ons		Product Description	Monthly Pricing		
Legend Code	SKU Number		1 Year Refresh	2 Year Refresh	3 Year Refresh
KYBDC	310-7003	104KYBD,6PIN,DIM,CUST	\$2.41	\$1.21	\$0.80
KYBDC	310-0036	KYBD,CANADIAN/BILINGUAL,QK,105,CUST	\$2.08	\$1.04	\$0.69
KYBDC	310-7005	MECHANICAL, 104KYBD,6PIN,DIM,CUST	\$4.08	\$2.04	\$1.36
KYBDC	310-5127	MIDNIGHT GREY,QUIETKEY,104,6P,KB,LAT	\$2.42	\$1.21	\$0.81
KYBDC	310-0351	MS ELITE, 104,6PIN,W95,KYBD,LATITUDE,CUST	\$3.25	\$1.63	\$1.08
KYBDC	310-0269	PERFORMANCE 104 KYBD,6PIN,WIN95,LAT,CUST	\$4.08	\$2.04	\$1.36
KYBDC	310-0039	PERFORMANCE MECHANICAL,104 KYBD,OPTI,CUST	\$2.92	\$1.46	\$0.97
KYBDC	310-6524	PERFORMANCE, 104 KYBD, 6PIN,WIN95,WS,CUST	\$4.08	\$2.04	\$1.36
KYBDC	310-5121	QUIETKEY 104,MIDNIGHT GREY,US,INSP,CUST	\$4.08	\$2.04	\$1.36
KYBDC	310-1235	QUIETKEY SPACESAVER,KYBD,US,OPTI,CUST	\$1.58	\$0.79	\$0.53
KYBDC	310-0130	WIN95, 105 QUIETEKEY FR/CAN KYBD,CUST	\$2.08	\$1.04	\$0.69
KYBDC	310-0132	WIN95,QUIETKEY,105,6-PIN,KYBD,LATIN,CUST	\$4.92	\$2.46	\$1.64
KYBDC	310-6523	WIN95,SPC,SVR,QUIET,104KYBD,6PIN,WS,CUST	\$2.42	\$1.21	\$0.81
KYBDC	310-0276	WIN95,SPCSVR,QUITKY,104,6P,KYBD,LAT,CUST	\$2.42	\$1.21	\$0.81
KYBDC	310-5727	WIN98,WEBPC,INTERNET,KYBRD,CUST	\$3.25	\$1.63	\$1.08
MONC	320-3142	15 DELL 1501FP,15.0 VIS,OPTI,CUST	\$92.42	\$46.21	\$30.81
MONC	320-7735	15 DELL E550, 13.8"VIS,CUST	\$14.08	\$7.04	\$4.69
MONC	320-3147	15 DELL E550MM, 13.8 VIS,GX100/110,CUST	\$24.08	\$12.04	\$8.03
MONC	320-4026	15 DELL M570, 13.8:VIS,CUST	\$15.75	\$7.88	\$5.25
MONC	320-6576	17 DELL E770P (16.0"VIS),OPTI,CUST	\$20.42	\$10.21	\$6.81
MONC	320-5367	17 DELL P780, 16.0 VIS,CUST	\$32.08	\$16.04	\$10.69
MONC	320-6367	17 DELL P780, 16.0 VIS,OPTI,G1/GX1/GX1P	\$30.33	\$15.17	\$10.11
MONC	320-5365	19 DELL M990 SHORT, 17.9 VIS,CUST	\$40.33	\$20.17	\$13.44
MONC	320-8376	19 DELL P991,18.0"VIS,CUST	\$46.58	\$23.29	\$15.53
MONC	320-5368	21 DELL P1110,19.8"VIS,OPTI,CUST	\$85.75	\$42.88	\$28.58
MONC	320-0351	DELL 1700FP,17"(17.0"VIS),FLAT PNL,CUST	\$191.58	\$95.79	\$63.86
MONC	320-4646	DELL E770S,17"(16.0"VIS),DIMENSION,CUST	\$20.42	\$10.21	\$6.81
MONC	320-5452	DELL M770,17"(16.0"VIS),CUST	\$23.67	\$11.83	\$7.89
MONC	320-0349	DELL M770MM,17"(16.0"VIS),MULTIMEDIA,CUST	\$30.75	\$15.38	\$10.25
MONC	320-1110	DELL M780,17"(16.0"VIS),DIM/PRECISION,CUST	\$26.50	\$13.25	\$8.83
MONC	320-0488	DELL P1690,24".22.53"VIS,MON,PWS,CUST	\$124.92	\$62.46	\$41.64
MONC	320-3197	DELL,WEB,MULTIMEDIA, 15",CRT,(13.8"VIS)	\$16.58	\$8.29	\$5.53
MOUSC	310-1248	3 BUTTON,SYSTEM MSE,CUST	\$2.92	\$1.46	\$0.97
MOUSC	310-5125	LOGITECH,MIDNT GREY,PS2,2BTN,WHL,MSE,LAT	\$1.67	\$0.83	\$0.56
MOUSC	310-0165	LOGITECH,PS/2,SYSTEM MOUSE,CUST	\$1.67	\$0.83	\$0.56
MOUSC	310-0166	LOGITECH,PS2,MSE,3 BTN,CUST	\$3.25	\$1.63	\$1.08
MOUSC	310-2004	LOGITECH,SYSTEM MOUSE,V.8.02,CUST	\$4.08	\$2.04	\$1.36
MOUSC	310-1251	LOGITECH,SYSTEM MOUSE,V.8.02,OPTI,CUST	\$1.67	\$0.83	\$0.56
MOUSC	310-0182	MOUSE PAD,OPTI,CUST	\$0.42	\$0.21	\$0.14
MOUSC	310-0288	MOUSE+(PS/2V),DIM,CUST	\$2.50	\$1.25	\$0.83
MOUSC	310-0560	MOUSEMAN,WHEEL(PS/2V),DIM,CUST	\$3.25	\$1.62	\$1.08
MOUSC	310-5007	MS INTELLIMOUSE (PS/2),WINDOWS,OPTI,CUST	\$2.42	\$1.21	\$0.81
MOUSC	310-5010	MS MOUSE, W2K,CUS	\$1.67	\$0.83	\$0.56
MOUSC	310-5555	MS PS/2 6P,2BTN,INTELLIMOUSE,LAT,CUST	\$1.67	\$0.83	\$0.56
MOUSC	310-5728	MS,WHEELMOUSE, WEB,GREY,CUST	\$1.67	\$0.83	\$0.56
MOUSC	310-0361	PS/2 SYSTEM STYLE MOUSE, ALL LAT,CUST	\$4.08	\$2.04	\$1.36
MOUSC	310-3672	PS2 INTELLIMOUSE WWHEEL,CUST	\$3.25	\$1.63	\$1.08
MOUSC	310-5122	PS2 MOUSE, MIDNIGHT GREY,INSP,CUST	\$2.50	\$1.25	\$0.83
MOUSC	310-1094	SYS.MSE,2BTN,WWHEEL,6P,PWS,CUST	\$1.67	\$0.83	\$0.56



Seat Management Services

Dell Add-ons			Monthly Pricing		
Legend Code	SKU Number	Product Description	1 Year Refresh	2 Year Refresh	3 Year Refresh
MMC	313-0570	ACS340 3-PIECE SPKRS,OPTI,CUST	\$7.42	\$3.71	\$2.47
MMC	313-7382	ACS340,SPKRS,120V,PWS, CUST	\$6.58	\$3.29	\$2.19
MMC	313-1595	ADA 885,DOLBY DIGITAL SPEAKERS,CUST	\$20.50	\$10.25	\$6.83
MMC	313-4500	ALTEC LANSING ACS-340 SPEAKERS,DIM,CUST	\$6.58	\$3.29	\$2.19
MMC	313-6017	DYNAMIC,MICROPHONE,CUST	\$0.75	\$0.38	\$0.25
MMC	313-6537	HARMAN KARDON HK-595 SPEAKERS,DIM,CUST	\$11.08	\$5.54	\$3.69
MMC	313-0645	HARDMAN/KARDON SPKRS,CUST	\$3.25	\$1.63	\$1.08
NBAC	312-7208	4-CELL PRIMARY BATTERY,LAT LS,CUST	\$10.75	\$5.38	\$3.58
NBAC	312-7209	6-CELL PRIMARY BATTERY,LAT LS,CUST	\$12.42	\$6.21	\$4.14
NBAC	312-3123	6-CELL SPARE 2ND BATTERY,LAT CS,CUST	\$12.42	\$6.21	\$4.14
NBAC	312-0508	79 WATT,I7500,LI-ION BATTERY,CUST	\$13.25	\$6.63	\$4.42
NBAC	312-0020	8-CELL SPARE 2ND BATTERY,LAT CS,CUST	\$14.08	\$7.04	\$4.69
NBAC	310-0061	900W BATT ASSY,PVAULT,CUST	\$124.92	\$62.46	\$41.64
NBAC	310-5200	AC ADAPTOR,EXT,20V/70V,I5000,CUST	\$3.25	\$1.63	\$1.08
NBAC	310-4010	AC ADAPTOR,I3700/I3800,20V,70W, 3WIRE	\$3.25	\$1.63	\$1.08
NBAC	310-7500	AC ADAPTOR,LAT,C-SERIES,CUST	\$3.25	\$1.63	\$1.08
NBAC	310-6702	AC ADAPTOR,LATITUDE LS,CUST	\$3.25	\$1.63	\$1.08
NBAC	310-0556	AC,ADPT,EXT,20V,70W,I7500,CUST	\$3.25	\$1.63	\$1.08
NBAC	310-4645	ADVANCED PORT REPLICATOR,LAT LS,CUST	\$16.58	\$8.29	\$5.53
NBAC	310-4081	APR WITH ETHERNET,I3700,CUST	\$16.58	\$8.29	\$5.53
NBAC	310-1312	APR,I/O,NBK,I7500,US,CUST	\$24.92	\$12.46	\$8.31
NBAC	310-4555	C/DOCK EXPANSION STATION,LATITUDE,CUST	\$41.58	\$20.79	\$13.86
NBAC	310-4565	CDOCK2,EXP STATION,LAT C-SERIES,CUST	\$54.08	\$27.04	\$18.03
NBAC	310-4567	CDOCK2,W/TRING CRD,LAT C-SERIES,CUST	\$66.58	\$33.29	\$22.19
NBAC	310-4569	CPORT2,APR W/MO STND,LAT C-SERIES,CUST	\$24.92	\$12.46	\$8.31
NBAC	310-5064	DELL,WEBPC,BRSHD ALUM ACCENT KIT,CUST	\$2.50	\$1.25	\$0.83
NBAC	310-3462	IDE DEVICE CONNECTOR CABLE,LAT CS,CUST	\$4.08	\$2.04	\$1.36
NBAC	310-6607	LEATHER CARRYING CASE,LAT CS/LS,CUST	\$8.25	\$4.13	\$2.75
NBAC	310-0402	LEATHER CARRYING CASE 15.4", I7500,CUST	\$8.25	\$4.13	\$2.75
NBAC	310-6501	LEATHER CASE,LAT CP/CPI/CPIA/CPT/CPIR,CU	\$8.25	\$4.13	\$2.75
NBAC	310-0226	LEATHER CASE,UNIVERSAL,INSP,CUST	\$8.25	\$4.13	\$2.75
NBAC	310-6530	LEATHER SLIP COVER,LAT LS,CUST	\$4.08	\$2.04	\$1.36
NBAC	310-0009	LI-ION SPACE BATT,LAT CP-SERIES,CUST	\$14.92	\$7.46	\$4.97
NBAC	310-5150	LI-ION SPARE BATTERY,52WHR,I5000,CUST	\$13.25	\$6.63	\$4.42
NBAC	310-0011	LI-ION, SPARE, BATT,INSP,3500,CUST	\$13.25	\$6.63	\$4.42
NBAC	310-0282	LS120 MEDIA BAY MOD,LATITUDE,CUST	\$16.58	\$8.29	\$5.53
NBAC	310-6515	NUMERIC KEY PAD,INSP,CUST	\$4.92	\$2.46	\$1.64
NBAC	310-2682	NUMERIC KEY PAD,LAT,CUST	\$4.92	\$2.46	\$1.64
NBAC	310-0403	NYLON CASE,15.4",I7500,CUST	\$4.92	\$2.46	\$1.64
NBAC	310-0224	NYLON CASE,UNIV,INSP,NON-US,CUST	\$4.92	\$2.46	\$1.64
NBAC	310-6105	NYLON CASE,UNIV,LAT,CP/CPI/CPIA/CPT/CPIR	\$5.75	\$2.88	\$1.92
NBAC	310-4024	PNTR CVR,I3700,CUST	\$0.83	\$0.42	\$0.28
NBAC	310-4571	POINTING STICK COVERS,LAT CPT/CPX,CUST	\$2.08	\$1.04	\$0.69
NBAC	310-4651	PORT REPLICATOR,ADV,I5000,CUST	\$21.58	\$10.79	\$7.19
NBAC	310-4650	PORT REPLICATOR,I/O,NBK,I5000,CUST	\$13.25	\$6.63	\$4.42
NBAC	310-1311	PORT REPLICATOR, I7500,CUST	\$14.92	\$7.46	\$4.97
NBAC	310-0233	UNIV ADPT KIT,REM MGT,PE6300,CUST	\$4.08	\$2.04	\$1.36